APPENDIX 6: COMMENTS



Comments	
General	
Comments	Demographics
Actually they're doing pretty swift of a job. They're doing a good job.	33 y.o. White/American Indian Female, Eastern WA, Less than \$10,000
Also, some people who actually work for DSHS ought to be more thoroughly checked out. I had an aunt in a home in Kennewick and I think that DSHS flubbed up terrifically on her care. They listened to people who worked at the facility rather than looking at what they should have looked at.	86 y.o. White Male, Eastern WA, \$15,000 to \$20,000
As long as they give food stamps to mothers on the WorkFirst program, I think the WorkFirst program is outstanding and really helps. Everything else seems fine to me.	19 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Be more proactive about finding people with needs. Downtown there are a lot of people with needs. But if you wait for them to come to you they aren't going to. The outreach the proactive finding needy people wandering and downtown. Have people assigned to find homeless people who need help. Lots of people sleeping in doorways or urinating in street. Just look around. Probably a lot of people at shelters or missions that need help or mentally ill people in homeless population that isn't being taken care of. So the problem is really systemic. We would rather spend money on jails than shelters and aid. And the other kind of prevention starts early. For the ones without mental illness they probably didn't get enough education. We can continue to patch holes in the boat or solve the problem at its root. Most important services are for young children in my view.	45 y.o. White Male, Western WA, \$75,000 or more
Better lobbyists.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Better training for childcare in the work force, and also better information.	28 y.o. White Female, Eastern WA, \$35,000 to \$50,000
	WA, \$35,000 to \$50,000
Caseworkers get uppity. Need to be more friendly and not worry too much about themselves. Need more sensitivity training; they don't listen to the person. In Vancouver and Olympia need sensitivity training. Stop listening to hearsay instead of checking them out in the home.	Male, Western WA, \$10,000 to \$15,000
Do more polls	49 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Doing a wonderful job.	21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000
Doing good as is.	51 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Don't need to change anything.	30 y.o. White Female, Eastern WA, \$75,000 or more



DSHS should hire people who received services from them, i.e. foster children. DSHS should work more closely with school districts to help special needs kids, i.e. DD. Again, hire people who are familiar with needs emphasize to employees priority to help people, not budget.	52 y.o. White/American Indian/Hawaiian/Pacific Islander Female, Western WA, \$25,000 to \$35,000
Everything's all right. The scope of what they provide should be smaller. More efficient.	32 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Figure out a way to better handle sexual predators and how to house them in this state.	47 y.o. White Male, Eastern WA, \$75,000 or more
Food stamp paper work is extremely humiliating. When applying for food stamps too much paper work for clients to fill out. One feels like second-class citizen. Not a good program when wants only temporary assistance. Guidelines need to be more flexible in helping those that need temporary help. Drug and alcohol treatment programs are ineffective when repeat treatment goes on.	46 y.o. White Female, Eastern WA, Less than \$10,000
For me all the services are magnificent and wouldn't change anything.	30 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000, Spanish-speaking
	30 y.o. Hispanic Female, Eastern WA, Less than \$10,000, Spanish-speaking
For one, I didn't get my medical DSHS last month. I also didn't get it this month. I was in a car accident and bedridden, went through my life's savings. I thought that the medical bills were continuously taken care of by DSHS but it now seems that may not be the case.	42 y.o. White Female, Western WA, Less than \$10,000
Getting back child support would be helpful	21 y.o. White Female, Eastern WA, Unknown Income
I am happy with some of the systems in now I like the five- year welfare grant idea.	53 y.o. White Male, Western WA, \$50,000 to \$75,000
I deplore the idea of government doing all these services for people in need. They write all these laws and regulations that are mostly idiotic. What really needs to be done is getting people helping people concept and those who have will help those in need especially when those people in need want to help themselves and will do so. Also the churches could do a lot more if they encouraged doing so, and so many regulations prevent them for doing this. The government divorced itself from common sense, and agencies like DSHS are an example. I've found more and more interference in peoples lives by dogoders and regulations to an extreme. This makes people with real needs become too dependent. Independence can destroy dependence, which is seldom a good thing and it's causing us to lose our country.	
I don't think they need to make any changes	18 y.o. White Female, Western WA, \$50,000 to \$75,000
I don't have any suggestions for changes.	30 y.o. White Male, Eastern WA, \$15,000 to \$20,000
I don't have any suggestions.	28 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I don't know because I'm not adequately informed.	53 y.o. White Female, Eastern



job with what they have to work with. I think they provide a needed service though. Somebody has to take care of the moms and the kids. And I think it is actually making fathers pay child support and I don't think anyone else does that. I don't think they should make any changes. I think it's important, or believe me I wouldn't be talking to you for ten minutes while the Mariners game is going on!	
I don't know. It seems to me things are going great. It seems they are doing a good job of taking care of those different groups and there isn't a lot of abuse or anything.	36 y.o. White Male, Western WA, \$50,000 to \$75,000
	45 y.o. White Female, Western WA, \$50,000 to \$75,000
I guess maybe that funding has been cut and services have become more difficult to get and harder to acquire for our special needs students perhaps due to lack of funding.	29 y.o. White Female, Western WA, \$35,000 to \$50,000
I guess more communication on the status of the health. My relative had a stroke and had to be taken care of by family.	34 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I have no recommendations for changes I think they do a great job fantastic! That's it.	51 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I have to trust what's happening now.	67 y.o. Unknown Race Male, Western WA, \$25,000 to \$35,000
I haven't had any experience with them so it would be kind of hard to say what changes need to be done.	39 y.o. Hispanic Male, Western WA, \$35,000 to \$50,000
I just have seen them do a good job over and above. Then on the other hand, too. Who is to say? It seems easier for some people. That is all	67 y.o. White Female, Eastern WA, Less than \$10,000
I stood in line to do some paperwork; there was a man they purposely kept pushing him to the back of the line. Instead of understanding, they bullied him. I had to bring in copies of everything. You have all my records. They denied me because I didn't bring in copies of information they already had. I was told I was denied because all the copies necessary weren't there. They treat people like crap. It's not necessary.	42 y.o. White Female, Eastern WA, \$25,000 to \$35,000
and it's more people and it's slower to get help. And here it's a lot better.	29 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000, Spanish-speaking
,	53 y.o. Hispanic Male, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
I think I children should be taken care of by somebody. This is America. I don't know where the money would come from. I just think children should be taken care of. To make the parents responsible if they're going to use the services and pay the money back, or have a program to help. I'm not really sure. When people need services they're in need and usually they don't have the money and I just don't know.	64 y.o. White Male, Eastern WA, \$25,000 to \$35,000



I think my personal caseworker was outstanding but I have overheard at times some pretty severe criticism of other caseworkers. Still, this was not my personal experience, merely and mostly what other people have spoken to me (second hand). One time, I had a difficult experience with one DSHS worker who talked down to people and talked harshly to people who needed help. Perhaps at least 2 persons at each interview, which might help, alleviate such handling of certain cases and keep the professional on a professional level. Also, I wasn't aware of financial help for seniors with their medications and no one told for a long time.	59 y.o. White Female, Western WA, \$10,000 to \$15,000
I think that the people in charge of making decisions need to have more education in the medical field. I'm tired of talking to people who have no clue about the medial decisions they make every day. These people have no clue and also no compassion for the people they make decisions about.	48 y.o. White Female, Eastern WA, \$75,000 or more
I think that the staff should be more friendly.	28 y.o. Black Female, Western WA, \$15,000 to \$20,000
I think their coverage at this particular time is quite adequate. Sufficient for the coverage is about as good as you could expect under the circumstances there. I think they're doing quite a thorough job at this time. At this particular time I don't have any suggestions for change.	76 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I think they are already doing a good job, so I don't know what they should change.	29 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think they are doing a good job I don't know nothing.	22 y.o. Hispanic Female, Eastern WA, Less than \$10,000
I think they help all the people who really need it. For me, I have no complaints and I don't have the experience.	58 y.o. Hispanic Male, Western WA, Less than \$10,000, Spanish-speaking
I think they need to come up with a more politically correct system for the times. I think they are too woman-biased and there are a lot of us fathers out here raising kids too. I mean, unless you are a woman it's a waste of time. Just be more fair about the child support payments. Across the board where some pay and others don't pay.	31 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they're top heavy administratively, at the expense of providing their basic services. A vivid example is the attempt to close Alpine Boys Ranch due to an accidental drowning that ignores all the benefits and accomplishments of this facility. Caseworkers need to be in the field with direct contact with the people they're trying to serve. (Years ago I had social worker experience).	73 y.o. White Male, Eastern WA, Over \$25,000
I think they're doing a pretty good job.	24 y.o. Hispanic Female, Eastern WA, \$15,000 to \$20,000
getting them back into the work field I think what they are doing now is great.	46 y.o. White Female, Eastern WA, \$50,000 to \$75,000
I think you're doing well on those. I don't know any changes. I think you're doing fine. I just think they're doing a good job with the other. Needy children. Giving what they need, clothing etc. Checking out abuse. I haven't heard much about that.	57 y.o. White Female, Western WA, \$75,000 or more
I want somebody to come to my house, talk to me, and see what they can do.	81 y.o. Hispanic Female, Eastern WA, Less than \$10,000



I was accused of doing something I didn't do by DSHS, got caught up in someone else's personal problems. I had no access to court or legal way to address this problem. This created substantial problems for me and still does. Some sort of process available to address problems just like mine. I would advocate garage sales I would advocate for children going door to door to help and have yard sales. When I was	39 y.o. White Male, Western WA, \$25,000 to \$35,000 36 y.o. Hispanic Male, Western WA, \$50,000 to \$75,000
poor this worked tremendously for me and now I have a master of science. There are so many people out there who have so much junk and stuff to give away and supermarkets could actually lend shopping carts for this. Children to collect all of these things. To start suing people because of all of the abuse that has occurred. They need to go after the irresponsible mothers and fathers in the family especially when talking about kids.	VVA, 450,500 to 475,000
I would like to see where handicapped spaces are available to people if someone is blind like a recording so when they walk through they can hear the recording or if they have Braille. I don't think a lot of services should be crammed down the throats of parks and stores and like that, but I would like to see more facilities for the handicapped. I think some laws are a little too tough and some laws are not tough enough just because they don't fit. That was it.	50 y.o. Pacific Islander Male, Western WA, \$50,000 to \$75,000
I would say that about investigations re: the welfare of children, especially in divorce cases, I feel DSHS is definitely biased against males.	46 y.o. White Male, Eastern WA, \$25,000 to \$35,000
I'm not really sure, probably change nothing. I think they do a good job. My son and daughter both get medical coupons.	32 y.o. White Male, Western WA, \$15,000 to \$20,000
I'm surprised how much they do.	49 y.o. White Female, Eastern WA, \$25,000 to \$35,000
It amazes me that we can build a big beautiful baseball stadium but they're closing shelters for battered women and young teenage or pregnant moms. You get a 16-year-old kid who's pregnant and no foster home is going to want to take her. So she ends up on the street & her kid ends up on the street, and it starts all over again. We should have a place a girl can stay for a year and a half, through her pregnancy and the first few months. Maybe they have that in Seattle but not up here. And we should have more homeless shelters. It shouldn't be so difficult for a kid to have a place to go take a shower and get a meal without so much red tape.	
It would require an enormous societal cultural shift toward compassion and reverence for all life.	45 y.o. White Male, Western WA, \$10,000 to \$15,000
It's okay I don't want to change anything.	44 y.o. Hispanic Male, Eastern WA, \$15,000 to \$20,000, Spanish-speaking
Keep working in the direction of getting people off the services, like WorkFirst. This is a good idea and the best option.	44 y.o. White Male, Eastern WA, \$50,000 to \$75,000
Maintain the efficiency and economics of the monies and taxes that go for that.	53 y.o. White Male, Eastern WA, \$50,000 to \$75,000



Maybe revisit their scientific opinion that says I would have an opinion they could use. So far I think their scientific opinion they use is random dialing in the phone book. I don't know maybe something better than that might get you to people who have an opinion. Did you volunteer to work on Sunday? Don't know anything else to help.	60 y.o. White Male, Western WA, \$75,000 or more
Maybe surveys like this to get peoples' input.	29 y.o. White Female, Western WA, Unknown Income
More personal checkouts of the homes and finances so people could feel they are being accepted instead of just shuffled around. People have never had anyone come out and check to see environment instead of taking someone's word. They might not have the info because they didn't check it out.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
Need ongoing training for people who receive services. Once, friend was out of country and mother had problem. DSHS helped; so, a good example.	73 y.o. White Male, Western WA, \$50,000 to \$75,000
Not really having any personal experience, I guess I would have to be neutral. Without using any services myself, I really don't have an opinion.	63 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Nothing I think it's okay.	25 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
Nothing I think they do a good job. I think they help people.	25 y.o. Hispanic Male, Eastern WA, \$20,000 to \$25,000, Spanish-speaking
On the good side, I've dealt with a lot of people at DSHS who have tried to help us and I appreciate that very much, but the system under which they labor is cumbersome and difficult to work with.	38 y.o. White Male, Western WA, Unknown Income
One thing I do know about. Someone who was pregnant went to doctor with medical coupons. She got at least six ultrasounds and I know what they can cost. And there should be some limit to what doctors can charge. My relative's insurance would only cover one. But this other person gets one about every two wks and I think some doctors are only using it to make money. I think welfare system has gotten out of hand anyway. But I think government is overhauling it so maybe that is something they will look into anyway. I don't know I was working there 10 yrs ago but haven't had contact since. I think they do a lot of good but I think some people just use the system like they do Medicare. Just what I've heard on the news. Doctors can charge way too much for services and whatever. There's a lot of fraud in there I think.	
One word: standards. To the point of being realistic about it.	39 y.o. White Male, Western WA, Less than \$10,000
Other than that I think they do a great job. I don't know, like mothers who have to stay home and take care of their kids, they help take care of them. And the medical is like an HMO. I don't have to save up for six months in order to pay the bill, so I think they are doing a good job of helping people. The mothers and kids seem well taken care of.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000



Overall they do a pretty good job and I don't have anything specific to add to that. I just think the task is overwhelming. That they probably do as well as they can. There is always room for improvement and they are looking to see what these are and how to improve them.	66 y.o. White Female, Western WA, \$25,000 to \$35,000
Probably keep doing what they're doing.	67 y.o. White Male, Western WA, Under \$25,000
Should treat whole needs rather than just the first impressions that come to mind about clients needs.	46 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Skill.	75 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Some of their offices need to have better customer service.	36 y.o. White Female, Western WA, \$25,000 to \$35,000
and asked for a computer-assisted language program to help my son. It wasn't forthcoming and as a result he has had constant trouble in his life with so many things including the legal system. So in this way, DSHS failed my developmental disabled son in numerous ways. At times, the caseworkers don't give us enough information about where to get specific help. I have to dig and dig for the relevant information to help members of my family.	
Sounds good	18 y.o. Hispanic Female, Eastern WA, \$35,000 to \$50,000
Speaking from experience, we need to realize cost of everything goes up and you can't make it and can't afford to live either. Increase money or food stamps at least. Find out what the cost-of-living is. Make it easier for disabled coming in for interviews. Do more phone interviews and things like that.	37 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Take complaints seriously from their workers big time, and the people they set out to help. Need to improve their relationships with the people who work for them.	24 y.o. White Female, Western WA, \$35,000 to \$50,000
The children sometimes don't get the benefit because the adult in charge of the child doesn't let the child receive the help.	46 y.o. White Female, Eastern WA, \$20,000 to \$25,000
The way they evaluate things take a more personal approach versus the corporate approach. Need to keep in mind to take things on a case by case basis	32 y.o. White Male, Western WA, \$75,000 or more
Their representatives should be more open to what their clients really need.	37 y.o. Black Female, Western WA, \$50,000 to \$75,000
They do a pretty good job overall. They do need some improvements in some areas. That's about it	19 y.o. White Female, Western WA, \$10,000 to \$15,000



They need more training toward being customer friendly, especially the individuals working in Olympia. I've had poor experiences with these people who haven't helped quickly offering excuses and this when I am a professional in the exact area that DSHS provides services. For people without my special skills, it's far too difficult to deal with the giant bureaucracy of DSHS, too much time for paperwork and too many mistakes. No one wants to really take responsibility for what DSHS actually does; it's not a people-friendly organization. A lot of my experience in the local offices with food stamps and medical are very helpful, but the same can't be said of the people higher up in the organization. If people don't have access to phones like a lot of poor people don't, it's very hard for them to deal successfully with DSHS. The majority of cases go well, but there are many exceptions.	56 y.o. White Female, Eastern WA, \$50,000 to \$75,000
They need to put more humanity into it. When they serve them, they treat them like animals. I know people who won't go for help because they have been treated so badly. That's it.	58 y.o. White Female, Western WA, \$35,000 to \$50,000
They need workers especially skilled in working with "special needs" clients; I see inappropriate placement of caseworkers who are non-fluent in English, which deters communication in crucial intake or financial interviews.	70 y.o. White Female, Western WA, \$15,000 to \$20,000
This survey is biased; I don't know if it is doing what it should be doing.	36 y.o. White Female, Western WA, \$75,000 or more
To closely monitor the situation is important but they should look at all aspects to deal with problems tough question! So many avenues and to monitor, you need more people to help with caseload where should the money come from?	63 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Too much bureaucracy and not enough help going towards those that really need them.	43 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Treat people as equal instead of like a dollar bill. Be a little more sensitive to people on a personal basis.	20 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000
Well, I think they already do a good job.	69 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Wenatchee community sexual abuse programs appall me. We need to make more of a commitment to changing them all around in this community.	51 y.o. White Male, Eastern WA, \$75,000 or more
With youth, there are not enough foster homes; there are not enough places to put these kids. I don't think they do a good job providing for the elderly. Probably in every way that they could. I don't think they do a good job on providing for the mentally disabled. Probably their institutionalized settings, group homes, that type of thing. I think with the elderly, it's the same thing.	43 y.o. White Female, Western WA, \$35,000 to \$50,000
Wonderful tool for our state and its people, especially with children and the needy (handicapped and elderly).	29 y.o. White Female, Western WA, \$50,000 to \$75,000



Advertising/Promotion	
Comments	Demographics
I have no idea. More publicity. More local awareness so each community knows what is provided in each community. More PR probably. More representatives, more literature in schools, community centers, hospitals. Not stuff stuck up on bulletin boards people don't look at stuff on bulletin boards.	50 y.o. White Female, Eastern
Advertise for volunteers and advertise for people that people know. Publicize it in the newspapers that help is needed. There's a lot of mailing that's really unnecessary, but the television is good too. That's a toughie.	86 y.o. Hispanic Female, Western WA, \$35,000 to \$50,000
Advertise more.	21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000
Advertise their specific services more.	35 y.o. White Female, Eastern WA, \$20,000 to \$25,000
Advertising campaigns.	38 y.o. White Male, Western WA, \$75,000 or more
Do better in public relations. List the good things they are doing instead of letting newspapers highlight the negative things about DSHS. Just standard media, radio, TV, newspaper, flyers, newsletters, same as above.	39 y.o. White Male, Western WA, \$75,000 or more
Don't waste money on surveys advertising.	45 y.o. White Male, Western WA, \$75,000 or more
DSHS could get the info out to the greater public in a more effective manner.	63 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000
Educating people in need of services as well as general public. Communicate to all of us the efforts they are making. Maybe through any kind of media format, TV, radio, newspapers, ads in magazines.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
Get the word out about services; dealing with depression issues.	21 y.o. White Male, Western WA, \$75,000 or more
How for people to get to know more about DSHS services.	31 y.o. White Male, Western WA, \$20,000 to \$25,000
I think the only change that is needed is making the public aware in order to get better support. I did not know what they do, but if I knew about it I might want to give a donation or help spend some time.	
places like the Millionaire's Club or other social services should be able to refer people to DSHS. DSHS needs to reach out more to the various social service agencies. Especially to foreign immigrants who don't speak English very well and have no idea they actually qualify for some of DSHS services and programs. Maybe, like also including referrals from local church organizations.	42 y.o. White Male, Western WA, \$75,000 or more
	44 y.o. White Female, Eastern WA, \$75,000 or more
I would say that they need to make themselves more visible for people like me we don't even know how DSHS could possibly help if we only hear what's going wrong.	38 y.o. White Female, Western WA, \$75,000 or more



I'd like to see more promotion for adoption; ads on TV, free	42 y.o. White Female, Western
running time on TV, like Catholic services and socially promote	WA, \$15,000 to \$20,000
adoption more. You hear about freedom of choice and that's	
about all you hear.	
It would be nice to be informed.	52 y.o. White Female, Western WA, \$25,000 to \$35,000
Just how you educate the public about the services that are available.	37 y.o. White Male, Western WA, \$75,000 or more
Let more people know about them	49 y.o. White Female, Western WA, \$15,000 to \$20,000
Make all Washington residents aware of all these special services that would help more people a lot.	25 y.o. White Female, Western WA, \$75,000 or more
Make it more known on how to get DSHS help.	31 y.o. White Female, Western WA, \$50,000 to \$75,000
Maybe provide more information about special needs.	51 y.o. White Female, Western WA, \$35,000 to \$50,000
More awareness with the program.	24 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
More community outreach to let people know what is available. To Joe Q. Public. Oh jeez. I honesty don't know. I'd say ask my sister she is a PR person for nonprofit public health in Minnesota.	32 y.o. White Male, Western WA, \$20,000 to \$25,000
More in general community outreach programs, more information. I don't know enough to give specifics.	36 y.o. White Female, Western WA, \$75,000 or more
More information available: Media, schools, food banks, and state agencies.	59 y.o. White Female, Western WA, \$15,000 to \$20,000
More public advertisement.	32 y.o. White Male, Eastern WA, \$35,000 to \$50,000
On a political level, if they got more money and making more people aware of the services they provide.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Perhaps they could inform the public so that the public could have a more educated response.	44 y.o. White Male, Eastern
	WA, \$75,000 or more
Publicize the work that DSHS does so more people are aware of services DSHS provides; best through newsletters or articles in newspaper and possibly TV ads. To give feedback to public on number of services or number of people helped by DSHS with specific breakdown by category by articles in newspaper, newsletters and TV ads.	49 y.o. White Male, Western WA, \$75,000 or more
Television outreach.	29 y.o. Asian Female, Western WA, \$15,000 to \$20,000
The only thing I would say is that they need to get the information out to more people about all the things that DSHS actually does.	47 y.o. White Female, Western WA, \$75,000 or more
The successes should be published. All too often we hear about the failure, unnecessary blame.	44 y.o. White Female, Western WA, \$75,000 or more
There needs to be some improvement in information to the needy, because people that are needy don't really know how to get the information.	65 y.o. White Female, Eastern WA, \$50,000 to \$75,000
They need to educate the public all about their programs.	30 y.o. White Female, Western WA, Over \$25,000



They need to get better exposure so they can obtain better financial support from the public. Due to my unfamiliarity with the program, the name of the department does not stick in my mind.	39 y.o. White Male, Western WA, \$50,000 to \$75,000
They need to get out and make people more aware of what they do and what services are available I think they need to do a little more advertising.	60 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to let the public know more and better about exactly what / which services are available through DSHS.	51 y.o. White Female, Western WA, \$75,000 or more
They need to make the public more aware (like me for instance) about all the things DSHS actually does do.	51 y.o. White Male, Western WA, \$35,000 to \$50,000
	53 y.o. White Female, Western WA, Unknown Income
They should do a better job of telling people (like they do with this call) about exactly what DSHS does.	47 y.o. White Male, Eastern WA, \$75,000 or more



Staffing/Resources	
Comments	Demographics
Caseworkers have too many cases, and not enough resources.	27 y.o. White Female, Eastern WA, \$35,000 to \$50,000
A lot of the clients are not aware of the programs they have. The amount that is given to people is minimal.	24 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
Accommodate families with more pay, not just only children.	27 y.o. Asian Male, Western WA, \$15,000 to \$20,000
Additional staff and funding.	29 y.o. White Female, Western WA, \$50,000 to \$75,000
Also staff is likely underpaid.	33 y.o. White Male, Western WA, Unknown Income
Also, I guess to make certain that the people they hire and contract with to take care of the elderly for instance are really good people and want to really help these needy person.	43 y.o. White Female, Western WA, \$75,000 or more
And better pay too. I'm not sure how much they get paid, but if you pay or reward staff they're going to want to stay. Case management was the biggest for me. Spread too thin. Thoroughly each case should be handled thoroughly. Everything should be considered. Especially with abuse cases. Whether that means more training for your staff.	27 y.o. White Female, Western WA, \$50,000 to \$75,000
Better management. Split the case load or they should have funding to help these family who need them.	31 y.o. White Male, Western WA, \$35,000 to \$50,000
Better pay	38 y.o. White Male, Western WA, \$50,000 to \$75,000
Biggest problem with DSHS is they can't attract and keep qualified people; they don't pay enough. With, for example, CPS, they weren't qualified. A degree in underwater basket weaving does not qualify them to be in CPS. Which is probably why they are having problems today. If you want to have higher expectations you have to pay more, just like the teachers. I expect moreI'm willing to pay for it.	47 y.o. Unknown Race Male, Western WA, \$50,000 to \$75,000
Do more of what they do; they need more employees, more office space. The reasons things and people often slip through their net is a lack of enough staffing and offices	37 y.o. White Male, Western WA, \$35,000 to \$50,000
Don't start a program then cut it off due to not enough funding. Have better case workers that are consistent, that stay to help.	50 y.o. White Female, Eastern WA, \$50,000 to \$75,000
DSHS also has too large a workload with fewer clients they might do a better job with those most in need.	44 y.o. White Female, Eastern WA, \$50,000 to \$75,000
DSHS should pay professionals a better rate.	44 y.o. White Female, Eastern WA, \$75,000 or more
Every 6 months they change our caseworkers and we don't know whom we have instead of being hopped around.	53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
First, medical help for the elderly for prescriptions is critically needed. Their doctors provide scripts but the old people don't have enough to buy the drugs they need.	45 y.o. White Male, Western WA, \$35,000 to \$50,000
From what I heard, they need to hire more caseworkers. Because I have limited knowledge, this is the only problem I am knowledgeable about; they should hire more caseworkers.	46 y.o. White Female, Western WA, \$75,000 or more



From what I've seen on television there could be more	59 y.o. White Female, Western
caseworkers. They're understaffed. Basically I came away	WA, \$20,000 to \$25,000
knowing that the caseload is understaffed.	
Get away from the politicians and what they're doing with our	47 y.o. White Male, Western
money. I have personal experience with people being helped by	WA, \$75,000 or more
DSHS. These people could be helped a lot more if there were	
adequate funding and more workers. Our politicians don't seem	
to be aware of how many people need help and how much	
funding DSHS really needs.	
Hire more professional social workers and pay more, pay better	75 y.o. White Male, Western
salaries.	WA, \$75,000 or more
I believe that as far as the youth programs go they do a really	33 y.o. White Female, Eastern
good job with that. Where my concerns lie is more with the	WA, \$25,000 to \$35,000
elderly. Some experience with working with care for the elderly,	
I believe that the state does not pay enough for sufficient care	
for the elderly. I just believe that it's hard to find good	
caregivers and the state doesn't pay even enough too. There are	
not enough caregivers; there are too many residents per	
caregiver. Their dollar cutoff is sometimes too high for families	
to get what they need such as food stamps and medical.	
I don't know if standards need to be changed or evaluated. For	32 y.o. White Male, Western
example: if more workers, would I be getting qualified people?	WA, \$10,000 to \$15,000
Also more resources so they can do a better job. Elderly care	
would need improvement, more funding, and more workers. In	
care facilities ratio of patients and nurses decreased.	
	49 y.o. White Female, Eastern
	WA, \$35,000 to \$50,000
up but their check doesn't go up. They don't get enough to last a	
month. If they have for kids they don't get enough. They have to	
bum off others or go to the food bank or kids go hungry by the	
last week of the month.	
I don't think they have very qualified employees specifically in	50 y.o. White Female, Western
	WA, \$50,000 to \$75,000
office with a family member, that person was treated pretty much	
like trash. They need to make better use of their resources.	
I feel strongly that they do a good job but there's far too few	34 y.o. White Female, Eastern
people trying to do so much good work!	WA, \$35,000 to \$50,000
	51 y.o. White Female, Eastern
	WA, \$35,000 to \$50,000
they really don't seem to care.	
	63 y.o. White Female, Western
	WA, Over \$25,000
There seem to be so many families that have serious needs,	, + -,
they are often swamped.	
I think that they do the best that they can with their resources; so	32 v.o. White Female. Western
more funding is needed for the programs. They need to	WA, \$50,000 to \$75,000
probably do better long term monitoring long term for the	, , , , , , , , , , , , , , , , , , , ,
people that need the services.	
• •	29 y.o. White Male, Western
, , , , , ,	WA, Unknown Income
	42 y.o. White Female, Western
funds, more attention paid to the elderly, and there at home	WA, \$35,000 to \$50,000
maintenance needs to keep them home instead of at a nursing	, , , , , , , , , , , , , , , , , , , ,
home.	
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I think they need to look at the differences in the cost of living that's out here and make adjustments for that. I know people who have to choose between their medication and rent, and they need to look at these things and adjust for that. That's pretty much it. If they did that, so many of these people would not have to make choices like that.	37 y.o. White Female, Western WA, \$25,000 to \$35,000
I would change the case load and stiffer guide line and all cases should be investigated completely	42 y.o. White Male, Western WA, \$35,000 to \$50,000
It's like a lot of government programs, undermanned, too big caseloads. In my personal experience, a couple times the caseworker just couldn't keep up with all the needs of all the people they handled.	56 y.o. White Male, Western WA, \$75,000 or more
caseworkers. They waste too much time to refill each new person with the caseworker with the clients.	38 y.o. White Female, Eastern WA, Under \$25,000
Maybe more case workers so not such a long waiting period to get in to see someone. I've heard it can take weeks before any help is available.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
More (staff) education and training. I think they should do more schooling working with people and children. Not just an AA degree. Some of these people have problems. And if they have problems how can they help other people? And they need psychology training and communication. And listening skills.	68 y.o. Black/American Indian Female, Western WA, \$15,000 to \$20,000
More and better-trained staff.	53 y.o. White Female, Western WA, \$75,000 or more
More attention to the problems I guess. People out there get too big a caseload. People in offices should be out there, from what I've seen.	36 y.o. White Male, Western WA, \$50,000 to \$75,000
More employees. They need more employees. They can't have a caseload that doesn't allow them direct contact with the individual that they're serving. Maybe take a few visits out into the area to see what's going on with the people that DSHS serves, and think of the man and his wife on the boat. Olympia is only worried about the budget so they're always cutting the budget. Like everybody's hot on transportation now but we've got a lot of people to serve. There's a lot of people out there who need help	Western WA, \$50,000 to \$75,000
More funding. I know for sure that they don't get enough funding and their caseload is too large to do a good job.	62 y.o. White Female, Western WA, \$50,000 to \$75,000
More specialized training in how to handle these needy people. How to spot these problem areas coming up and how to treat them.	64 y.o. White Male, Western WA, \$50,000 to \$75,000
Most of my limited experience has been concerned with the lack of personnel to deal with these issues and probably the high burnout rate from what I've heard for agency social worker.	WA, \$75,000 or more
My experience has been a frequent change in caseworkers, which is confusing.	28 y.o. White Female, Eastern WA, \$15,000 to \$20,000
Need more qualified workers that are not burnt out.	33 y.o. Black Female, Western WA, \$50,000 to \$75,000
Need to have social workers better qualified and trained and better funded to accomplish these goals.	46 y.o. White Male, Eastern WA, Over \$25,000
Not sure. I just have a feeling they are understaffed. I suppose things I've read, newspaper articles.	39 y.o. Hispanic Female, Western WA, \$75,000 or more



Other than increase the envelope that they cover, that would be about it. Other than just the levels, the break-even level for people to qualify.	49 y.o. White Male, Western WA, \$25,000 to \$35,000
Probably hire more people and more qualified people.	47 y.o. White Female, Western WA, \$35,000 to \$50,000
Provide better training and work environment for employees. Employees have much more training in customer service. What I see services and problems exist but connection over need being met is not good. And staff takes the brunt of too much work. I think there should be centralized services with other organizations and more collaboration. Better work environment and more training.	38 y.o. White Female, Western WA, \$25,000 to \$35,000
Retain or add a more personal touch when dealing with victims or families. Only way to assess what needs is. Obviously have to hire more social workers, bigger work force with more accountability among the work force. In my limited scope of knowledge the personal touch is the biggest need. We've gotten so computer happy we've lost touch with people. Compassion workshops, teaching tools for the social workers, continuous training provides for them. So when they work with families they have the training. If we take people that haven't been trained properly and expect them to make decisions we have an obligation to train them to provide the best care, not necessarily judgment and definitely control over peoples lives. A social worker should be able to walk into people's lives and make decisions regarding daily living without investigating properly.	
Shouldn't cut programs that are working special needs program that are working can't remember specific ones.	32 y.o. White Female, Eastern
Staffed better and more follow up. Just seems like everything	WA, \$25,000 to \$35,000 54 y.o. White Female, Western
you hear in the news is they didn't follow up.	WA, \$35,000 to \$50,000
Such a big organization that they are short-staffed and they need more internal auditing of employees for quality assurance. Stricter upper management accountability.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
The cost of living is high now; the families usually need larger apartments than the grants allow the amount of the grant does not equal the cost of living. That is all, but the cost of living is high.	30 y.o. White Female, Eastern WA, \$15,000 to \$20,000
The number of caseworkers. Those people taking care of those kids are overwhelmed; the caseload per worker is ghastly. It's a matter of budgetary problems.	61 y.o. White Male, Western WA, \$20,000 to \$25,000
They could start with legislators adequately funding the need.	71 y.o. White Female, Western WA, \$35,000 to \$50,000
They may be short of help. I'm sure the staff does as best they can, but they may need more people to help them.	80 y.o. White Female, Western WA, \$10,000 to \$15,000
They need more "qualified" personnel	64 y.o. White Male, Eastern WA, \$35,000 to \$50,000
They need more educated staff, I hear from current employees, as well as better wages for staff.	46 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to get rid of 3/4 of people working at DSHS so more money goes to helping people that really need help instead of paying towards DSHS workers. Adult services absolutely a waste of money, especially in elderly abuse. Need to be redone to give investigators to be able to do their job	44 y.o. White Male, Western WA, \$75,000 or more



They need to have more staffing.	42 y.o. White Female, Eastern WA, \$25,000 to \$35,000
They need to hire more staff members	33 y.o. White Female, Eastern WA, \$75,000 or more
They need to pay their employees more so that they will stay and be stable on their job I think that is the biggest problem probably. Just like teachers. I think I would encourage people to work in these fields by offering them a decent wage and training.	56 y.o. White Female, Western WA, \$75,000 or more
They really need to give more money to mental health and community centers. They need more funding for training and for workers overall	Refused y.o. Unknown Race Female, Western WA, Unknown Income
They share the workload among DSHS workers Then they will Workers feel stretched and stressed. Need more works and disperse workload efficiently.	26 y.o. White Female, Western WA, \$20,000 to \$25,000
They should have more caseworkers especially for children.	73 y.o. White Female, Western WA, \$20,000 to \$25,000
They should help more people. They should find places for the homeless to live.	28 y.o. White/Black Male, Western WA, \$50,000 to \$75,000
They should provide their services to more people. Give out more food stamps, have more drug treatment facilities and stuff like that. More money from Congress. And a little more efficiency on behalf of its workers.	30 y.o. White Male, Western WA, \$35,000 to \$50,000
Too many people to get what services one needs.	46 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Well, I think that the changes could be made in the work force for support of the people that work directly with those in need, so they can have a more positive attitude in working with those in need. I think it would be nice if more money were available for people that are less fortunate.	30 y.o. White Female, Western WA, Less than \$10,000
What they need is more funding so that they can do more. The actual homeless people it is clear that people should step in to help these people with medical and dental care.	
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Note: An additional 23 respondents made comments which concerned need for more DSHS staffing/resources and/or DSHS understaffing. The topic of these comments was coded by the interviewer, but comments were not recorded verbatim.



Distribution Of Services - Eligibility/Limits/Monitoring	
Comments	Demographics
5 yr limit on collecting disability and I see people just sitting on their butts not working and drive around in nice cars. Also to have stricter guidelines and less time for some services; we need to push people to work more.	37 y.o. White Female, Eastern WA, \$15,000 to \$20,000 42 y.o. White Female, Western WA, \$75,000 or more
And they probably need to insist on a more proactive involvement by the adults in the household meaning they must go out and get job skills and that sort of thing. Maybe DSHS really needs to be in a position where they can evaluate where they can find a position, where people can support themselves partially.	46 y.o. White Female, Western
Anyone who is on it who is mentally and physically able should have a 5-year limit on grants; they should get training and get a job that will be able to go somewhere; that will keep up with the cost of living.	36 y.o. Black Male, Western WA, \$50,000 to \$75,000
Appropriate services mental help to disabilities needs to be reevaluated as to what services are needed and covered, like a child with disability is not being covered for beyond the help that is needed.	54 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Are lacking restriction to people who are not in need of services. Patients have 2 social security numbers should be looked into.	56 y.o. White Male, Eastern WA, \$75,000 or more
As far as getting food stamps, I've personally found that the one time my family ever needed help, our vehicle was considered too new for us to qualify. DSHS said we would have to sell our only vehicle and "buy a beater" in order to qualify for stamps. This was true even though my husband had just gotten out of 10 years straight of military service. This is a sad comment on how this system works.	33 y.o. White Female, Eastern WA, \$75,000 or more
As long as the kids are taken care of, and screw the drug users.	34 y.o. White Female, Western WA, Over \$25,000
Based on my personal disability, I think more single individuals (like me) should be able to get help. I think the programs are biased toward people with larger families and those with children who its easy to get better services. There appears to be considerable abuse in the food stamp program while people like me often get left out in the cold.	51 y.o. White Male, Eastern WA, Less than \$10,000
Be able to help those that really need help.	43 y.o. White Male, Western WA, \$15,000 to \$20,000
Benefits tend to last longer than they need to; there should be a time limit for access to DSHS (maybe no more than a year?). Better screening and investigation. Too many people lie, get	46 y.o. White Male, Western WA, \$35,000 to \$50,000 38 y.o. White Female, Western
services, and those that really need the help don't receive help. Better screening service. Screening that they are deserving for	WA, \$75,000 or more 42 y.o. White Female, Eastern
service and not just abusing the system. Better screening. Better research to figure out whether a family	WA, \$75,000 or more 27 y.o. White Female, Western
needs it or not.	WA, Unknown Income
By giving to those who need DDD, and not just those who are just lazy.	42 y.o. White Female, Western WA, Over \$25,000
Check more people than by just going by their word.	58 y.o. White Female, Eastern WA, Unknown Income



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Check on clients before assisting them with their needs.	24 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Check to make sure that the people who are supposed to be getting it are and the people that aren't, aren't.	54 y.o. White Male, Western WA, \$35,000 to \$50,000
Do better investigation of people they serve. There are people who abuse the system like those that could be working but instead use DSHS services.	80 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Do what they can to get off fraud, and the DSHS system as soon as they can by training clients more.	34 y.o. White Female, Eastern WA, \$75,000 or more
DSHS should look into people's background to make certain they deserve the help	54 y.o. Asian/Hispanic Male, Eastern WA, Under \$25,000
From what I have heard, I think that the important thing is that the people who need it should get the service. The care of the children is very important to me. Make sure the child is protected.	37 y.o. White Male, Western WA, \$25,000 to \$35,000
Give it to people who actually need it, not to people who don't want to work. I don't know. Check social security numbers and start from there. Don't give them more than 6 months, then make them get a job.	32 y.o. White Female, Western WA, \$25,000 to \$35,000
Give more help to ones who truly need it and weed out the ones that don't. Anyone who needs help should get it. There are those who deserve it, but there are those who don't deserve it that get it too.	70 y.o. White Male, Eastern WA, \$10,000 to \$15,000
Giving it to people who don't need it.	23 y.o. American Indian Female, Eastern WA, \$20,000 to \$25,000
Good job with helping women and children. Should help out men as well. Should drop helping drug addiction and alcohol problems.	28 y.o. White Male, Eastern WA, \$20,000 to \$25,000
Hard to get families into Medicaid. DSHS should make a little easier for families to go through Medicaid.	46 y.o. White Female, Eastern WA, \$75,000 or more
Having more personnel to be able to follow them the recipients.	52 y.o. White Female, Western WA, \$75,000 or more
Help elderly as well.	18 y.o. White Male, Western WA, Unknown Income
Help parents work for their money and education instead of handing them money.	20 y.o. Hispanic Female, Western WA, \$20,000 to \$25,000
I am aware of some people that get it and then they don't tell people that they no longer need it. This should be monitored. There is a school lunch program and a summer program and the people I know that once needed the services are not reporting to DSHS that they no longer need the services.	55 y.o. White Female, Western WA, \$50,000 to \$75,000
I believe there are people who need it more than others. It seems like some people get it who don't deserve it, and some people who need help can't get it	44 y.o. White Male, Western WA, \$15,000 to \$20,000
I do not think that druggies should get any kind of care.	74 y.o. White Male, Western WA, Unknown Income
I do think the level of monitoring needs to be increased so the right people get the help that they need, not just in the initial application stage, but later to see if it's still needed.	44 y.o. White Female, Western WA, \$75,000 or more
I don't think people addicted to drugs should get help from taxpayer's money. They chose to do drugs. I don't want to pay for their decision.	30 y.o. White Female, Eastern WA, \$25,000 to \$35,000



I don't believe that if you are an alcoholic and drug addict, the DSHS checks shouldn't be just handed out to them. They should honestly be in some type of rehab before they receive the DSHS checks for alcoholic and drug addict people. I just feel that people should be thoroughly checked before approved. No problem with someone trying to help themselves, but no handouts.	51 y.o. White Female, Eastern WA, \$25,000 to \$35,000
is very sick with a malignant tumor and she needs more money to pay specialists and there's nothing for her right now so more programs like this for people who really need it.	
I don't know. I know they try to monitor where money is going, but I know of a couple of cases the people on it could have done more to use it in a positive way to get themselves off it. But I guess that is a way of being used. There are so many people, it's hard to keep tabs on everyone getting assistance. I don't know how. They are doing the best they can.	31 y.o. White Female, Western WA, \$50,000 to \$75,000
I don't know. I think they should do more for elderly and special needs people. Money and maybe schooling, food stamps, medical coupons, and some kind of home care program that's paid for.	62 y.o. White Female, Western WA, Under \$25,000
I don't think that there are some people they won't help like especially guys with felony records. Mostly I don't have any thing bad to say about them.	40 y.o. Black Male, Western WA, Less than \$10,000
	35 y.o. White Male, Eastern WA, Unknown Income
I feel that sometimes people who really need help fall through the cracks cause they are trying too hard on their own. You almost have to be destitute and desperate to actually get help.	60 y.o. White Female, Eastern WA, \$75,000 or more
I feel that they should investigate more if people really need the welfare because there are people I know of who get welfare who don't need it. For example I'm working but I don't make a lot and would need food stamps like I got in the past just for my children but wouldn't qualify. Between my husband and I, together, we made a lot of money this past year. My husband didn't rest one day!	
· ·	54 y.o. White Female, Western WA, \$75,000 or more
I feel too many people get welfare and aid, there should be a limit, maybe just food stamps for 6 months and that's it.	28 y.o. White Male, Western WA, \$75,000 or more
I guess one thing I've always heard about is that some people abuse the system and get away with it. So, better monitoring might be in order to restrict services to people truly in need.	43 y.o. White Female, Western WA, \$75,000 or more



I have a very bad experience with welfare with my children. In 1997 I couldn't work and I needed help for me and especially for my children and couldn't get it they said I didn't qualify and at this time I didn't have a job and needed welfare. I filled out all the information but they said this was not enough. And then I watch people who are working and don't need food stamps and have no children and they get it! So this is very very bad! And I couldn't pay my rent for me and my children. Why is this?! Usually I am working, but at this time I couldn't work and got nothing! It's really hard to take care of children in between jobs with absolutely no help! The people who lie to them get it but for me, in reality, I will not lie to them just to get welfare. But they give it to many people who lie and then they go back to Mexico not to return and they lied and got welfare. What is this?!	30 y.o. Hispanic Male, Eastern WA, \$15,000 to \$20,000, Spanish-speaking
I haven't had any personal experience. Persons who need it should get it. Persons who are qualified.	46 y.o. White Male, Eastern WA, Over \$25,000
I know from myself when I needed food stamps they wouldn't give me them. When I was going to school full time they told me I needed to work more hours to get food stamps.	42 y.o. White Female, Western
I think a lot of people get the help they don't really need. People should get a job and they don't want to work for it. They go to welfare to get their money and spend the money on something they don't especially need. People also use the system for personal gain sometimes.	68 y.o. Hispanic Female, Eastern WA, \$75,000 or more
I think it's too easy to get welfare. Background investigation before be given any meeting their needs.	69 y.o. Hispanic Male, Western WA, \$50,000 to \$75,000
I think more attention to investigating the claims for need, where is the money and food stamps are really going. I don't believe that much of the provided aid and assistance is not getting to the children who need it most. Many families are taking advantage and many who need it truly are not getting what they need. The state takes care of too many people who are taking advantage of these programs. I know personally of people who have received help who continued to use drugs and can't really take full use of these programs while her kids continued to suffer deprivation.	38 y.o. White Female, Western WA, \$50,000 to \$75,000
I think people that receive special grants for employment; they should be forced to go to school or to find a job. They should also have them drug tested.	22 y.o. White Female, Eastern WA, \$10,000 to \$15,000
I think some people who don't need welfare get it especially when they're not working. And other people are working and are out of work temporarily and can't get welfare when they really need it especially when they can't work in that period of time. And the people who are on drugs and alcohol they get welfare this is unfair.	46 y.o. Hispanic Male, Eastern WA, \$25,000 to \$35,000, Spanish-speaking
I think that especially for people on drug and alcohol programs, these people are taking advantage of this system. They should make it a little more difficult for these categories of individuals to obtain services. I know about Medicaid and it's a very expensive program and more than necessary.	76 y.o. White Male, Western WA, \$35,000 to \$50,000
I think that often times DSHS serves people who really don't need the services.	47 y.o. White Male, Eastern WA, \$35,000 to \$50,000



I think that refugees are able people and that they abuse it, and they feel that this country owes them something. And that they are just as able as I am. Some of them have possibilities and opportunities. Their culture is different, but they need to open the door to our country's beliefs and ideas. We've opened the door and they have a wall that is constantly there. They shut the door. I worked in retail for 18 years. With refugees shopping they pretend not to understand you	48 y.o. White Female, Eastern WA, \$20,000 to \$25,000
I think that sometimes the middle class needs help just as much as the underprivileged do, and I think sometimes we could use a little help too. I think the 5-year rehabilitation program is too long. I think it should be less than 5. A whole family that you're taking care of where the husband or wife can't hold a job. I think that there's no reason those people on food stamps can't be working, some of them that I see in the grocery store.	
I think that the organization needs to better regulate their payments more closely. They need to be sure that those vouchers are going to people who really need them. There is a good chance that they are going to people that don't need them. I'd have to expand that statement to medical care because I know people who have received that care who've got an income and are able to help themselves. I'm from England and I'm a permanent resident to this country, and I've got permanent residency here. As an impartial spectator working with white people and Hispanics I feel there's a case of reverse discrimination payment more regularly go to Hispanic people than white people even when their income is the same.	30 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think that they help refugees much more than they help Americans. I sat over there with Diane and I've seen white people well I've seen Vietnamese, Mexican and the other people taken care of in 20 minutes and a white person will sit there for a long time and who's paying the taxes? I think that the DSHS should "police" their books I think they should get the people off of the books who are not qualified to be there and who are not the needy people and I think if they get the riffraff off the books, there would be a surplus of funds and I believe they would have no problem with budget.	
I think that they should make it a little more difficult to get the help. I think that they should be a little more strict in their requirements for being eligible. My only disagreement with that statement should be medical; I think all children should be capable of receiving medical help and they should work harder for dental for adults and children.	31 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think the caseworkers should investigate people that use the food stamps. I see too many people buy expensive stuff with food stamps. The majority of the people that are 18-20 with food stamps and on the Quest card buy expensive food with them. They take advantage of the system.	32 y.o. White Male, Eastern WA, \$35,000 to \$50,000



I think the programs that include food stamps are often abused in this system. I personally know of such people. I suggest no more than one year of services, then a review board that investigates the person thoroughly before allowing them to continue. This would be less of a burden on taxpayers. Sometimes people do need these programs, but people shouldn't be helped for too long a period. Also, the elderly people should definitely receive preferential treatment in obtaining DSHS services.	49 y.o. White Female, Eastern WA, \$25,000 to \$35,000
tendency for some families to continue on DSHS who could go out and care for themselves or get jobs and take care of themselves. I think some people who really need DSHS are falling through the cracks. Sometimes well an example is I have a friend who needs assistance and it's a real struggle for her to feed her family. She's a single mom and she is always working but it's not enough to feed her family. She's not a drinker or smoker or anything she's a good mother but she can't get assistance. And then again, there are those who abuse the system and need to be off of DSHS.	52 y.o. White Female, Eastern WA, \$25,000 to \$35,000
I think there should be more screening in some areas. They	43 y.o. White Female, Western WA, \$50,000 to \$75,000
I think they might make harder for illegal aliens why should they get our tax dollars? They've never worked a day in their life here. If they're legal Americans and they've worked here, fine.	49 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think they need to find out more clearly the people's needs. Sometimes people who don't even need it, they can get it. I think they should check more carefully for people who really need it. That's about it.	53 y.o. Asian Female, Western WA, \$35,000 to \$50,000
	62 y.o. White Female, Western WA, Unknown Income
who don't work. Not support welfare. I don't know.	18 y.o. White Male, Eastern WA, \$50,000 to \$75,000
services.	41 y.o. White Male, Eastern WA, \$35,000 to \$50,000
can't get it to help people get jobs, etc.	45 y.o. White Female, Eastern WA, \$20,000 to \$25,000
	86 y.o. White Male, Eastern WA, \$15,000 to \$20,000
helping. From my personal experience, I have neighbors who receive services who can go out and buy a new car. Many people abuse the services and elderly people often can't get the help they really need. Some abusers use the money they receive for drugs and alcohol rather than food for their children.	42 y.o. White Female, Western WA, \$15,000 to \$20,000
	28 y.o. Hispanic Female, Western WA, \$25,000 to \$35,000, Spanish-speaking



	35 y.o. White Female, Western WA, \$15,000 to \$20,000
I think they should just check more so people won't be frauding, and just give money to people who really need it.	27 y.o. Hispanic Female, Eastern WA, \$25,000 to \$35,000
	22 y.o. Hispanic Male, Eastern WA, Less than \$10,000
I think they should make it easier for single moms to be able to get the assistance they need. I don't really have any suggestions other than that they just need to look at the whole picture and judge from there. I think I'll stop at that.	55 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I think they should pay more attention to how they give services to people. They need better services and more services. Special diseases people who are suffering from cancer who cannot use their hands to work. They need to provide more care for these people and screen other people who may not need as much care as these people. For example, food stamps there are a lot of people I believe get them when they don't need them. If they used this money for special services like diseases, cancer, and other things, then these people who really need services can get them. Also, when people don't have correct papers to be in the United States, why are these people not helped at all? I think they have the right to be helped.	36 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000, Spanish-speaking
I think they should really try to help the people disabilities and small children.	32 y.o. White Male, Eastern WA, \$15,000 to \$20,000
I think they should treat some cases as individuals. Some people need help but don't fall into the right guidelines, so they need help but can't get it. I have friends in this situation. I do believe we get treated differently if the person is not Caucasian race. The programs are too oriented to non-Caucasian peoples. This is frustrating to those of us who sometimes need the help.	31 y.o. White Female, Eastern WA, \$15,000 to \$20,000
I think they spend more time and money on people that shouldn't be beneficiaries of their services. There is not enough monitoring of who receives the benefits like with individuals who live together but aren't married just to get more benefits.	44 y.o. White Male, Eastern WA, \$75,000 or more
I think within a 100-dollar range, if they are in that range, they should qualify. The cutoff range. I think that they should be more objective; I've seen refugees receive more aid than the general population.	48 y.o. White Female, Western WA, \$25,000 to \$35,000
I walked in there, 80 percent of the people were foreign. I was just curious as to why. It just seemed like maybe normal American citizens aren't aware of the services. I hadn't ever heard of them until my neighbor mentioned them.	33 y.o. White Female, Western WA, Less than \$10,000
I would increase the ability to have people qualified as disabled for the funding for private care facilities.	38 y.o. White Male, Eastern WA, \$75,000 or more



If a person gets incarcerated for something like DUI, the family should be investigated thoroughly before services are offered. These people should be offered treatment or counseling. Sometimes single older people who need assistance badly don't get help, while people on DSHS services do too much drinking and drugging and their kids still have almost nothing. These people need greater scrutiny. This is a problem that needs addressing.	37 y.o. American Indian Female, Eastern WA, \$15,000 to \$20,000
If they have special needs they should give them help. They need help with their bills for their doctors. And you should see that they have plenty of food and things like that.	92 y.o. White Female, Eastern WA, \$10,000 to \$15,000
If you can work you should work, and if you can't, then DSHS needs to take care of them.	34 y.o. Black Female, Western WA, \$75,000 or more
If you don't have children you can't get help. It's really hard to get into. And if you have a drug conviction you can't get food stamps ever again, which is a really stupid law.	41 y.o. White Female, Eastern WA, \$20,000 to \$25,000
I'm sure it's a big job, and people aren't necessarily honest. I've	32 y.o. White Female, Western WA, \$10,000 to \$15,000
Immigrants get their money and housing quicker due to the increase of refugees that come in. When they come in they have first dibs on any services and welfare more out of the services than the residents here. For the housing there are people with special needs with low income have difficult time getting housing because the immigrants get filled in. The people with special needs don't get housing they need more. In a lot of cases it hurts people in the list who are not getting anything.	48 y.o. White/Hawaiian/Pacific Islander Female, Eastern WA, \$10,000 to \$15,000
In my own particular situation I think the bar is too high, I'm in a wheel chair, I get disability from the government. But I get too much money to qualify for you folks.	62 y.o. White Male, Eastern WA, \$20,000 to \$25,000
In some areas, more research needs to be done on people who receive stamps but also their background. My experience in a grocery store, some people with stamps traded them for cash. Also, we gave change for stamps, which creates the same situation where people get change for stamps and use it to buy things like alcohol.	24 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Investigate who needs services better	38 y.o. White Male, Western WA, \$50,000 to \$75,000
It is not individualized enough.	54 y.o. White Female, Western WA, \$25,000 to \$35,000
It just seems like the people that get help sometimes aren't the people who need them most. Perhaps there is fraud going on sometimes.	48 y.o. White Female, Western WA, \$75,000 or more
It's the people with special needs who often aren't able to avail themselves for those needs. They need special advocacy to meet those needs. I don't know. I think their job is pretty much impossible. I think their efforts are valid and I have no idea how it should be done better. Sheer numbers of people involved; changes in society, which put people in need. Difficulty in assessing true need.	
It's too easy for some recipients to receive food stamps. For first time users, it seems good, but for repeat clients, then perhaps more screening needs be done to those who appear to be "overusing" the programs and services.	44 y.o. White Female, Eastern WA, \$50,000 to \$75,000



I've never really had experience with DSHS, but I know people who do. Don't take into account what it really costs to live. I've know people who couldn't make it from paycheck to paycheck and couldn't get help because gross income was too high. I think that is a downfall. On a case by case for each family that would apply. Hypothetical family living in fairly nice apartment, something happens to income for short period of time and not make them move to skid row and sell everything they own to get short period help. I'm not saying let them live in a \$100,000 home for 6 years while getting a free ride. I guess obviously it depends on how these programs are funded. If it's taxpayers maybe have to go to a vote, but if government funded write the system.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Just make sure the system isn't abused.	34 y.o. White Male, Western WA, \$35,000 to \$50,000
Just making sure that it's not families that abuse it. I mean if they really need it I think they should get it and it should be there for them.	41 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Just to make sure that the help that they do provide is truly needed by people and isn't getting abused and ruining for other people.	29 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Leave door open to some who don't need benefit. There are some people who don't want to work. That just takes advantage of DSHS. Rather than give them a check have them work for that. Cases be unemployed and get benefits. Looking for work too long. Should be taken off benefits. Have them work even if only 10 hrs a week or something like that. Everybody's entitled to food, medical care and shelter. But should not be free. If can't go to work should be volunteer if capable or able for that 10 hours a week. If there's like a major medical emergency should get care first then do paperwork. Some portion of DSHS funds put away for emergency to save life or severe sickness. Shouldn't have to worry about that if in operating room or sickness. Just know that state will take care of them in a severe situation.	39 y.o. White Male, Western WA, \$25,000 to \$35,000
Little better screening to see if family is needy. I have seen cases where family got help where I didn't feel they needed it. I don't know, that's kind of a hard one to answer. Maybe check a little more into background see how long they have been in system. Check with relatives, friends, or acquaintances to see if there have been abuses in the system. That's the only thing I can think of.	41 y.o. White Male, Western WA, \$35,000 to \$50,000
Longer-term mental health treatment and need stronger standards for grants. After drug and alcohol treatment they should have to test clean (or sober) to be eligible for continued benefits; and suicidal patients should have longer hospitalization coverage.	38 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Look at their infrastructure in their system and try to improve them. Not knowing how their procedures are, I think their procedures follow-ups and investigative resources are not good enough.	60 y.o. White/Hawaiian/Pacific Islander Female, Western WA, \$50,000 to \$75,000



is, are they conning the system? Why are they not caught up with? And why can't those who need it get it? I can't understand that. I wish that when mothers receive food stamps for themselves or their children they should have a drug test because I've known several cases where the mother is on drugs and receiving help. You can pass the survey along. Probably things I can't think of now. Here in the state of Washington, I've seen a lot of good come from it. I had it and I really didn't want to apply. I know there are people who've lied/abuse system. But people with not enough money or have had surgery or something, or have a drug related problem need help, not just leave them the way they are. I heard about some sources from Crondolet. I didn't know I could apply.	63 y.o. White Female, Eastern WA, Less than \$10,000
Make it easier for Caucasian people to get benefits. Programs shouldn't be oriented just toward certain ethnic groups. In my experience, other groups abuse the system more.	22 y.o. White Male, Eastern WA, \$25,000 to \$35,000
Make it easier for people with chronic disabilities to get on disability. I think they should have. Our adopted son needed special school and we couldn't get funding for it.	49 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Make sure the people that can work that are able, need to be out there working. Some people take advantage of the system.	39 y.o. White Female, Western WA, \$35,000 to \$50,000
Make sure the people who deserve the help get it and the	41 y.o. White Male, Western
people who don't deserve it not. Make the access to people who need it.	WA, Unknown Income 53 y.o. American Indian/White Male, Western WA, \$10,000 to \$15,000
Make their food stamps easier to get.	50 y.o. Black Male, Western WA, \$25,000 to \$35,000
Making sure that the families that are getting help from DSHS are making efforts to improve their life, so they don't have to be on welfare anymore, so that they are earning their own living, so that they are no longer living on the taxpayer money. I believe that it is an aid to get ahead in the world but not something to live off for long periods of time, except people with special needs that have no family to help or can't help themselves.	27 y.o. White Female, Western WA, \$10,000 to \$15,000
Maybe a little more background checks. I see families who need these services can't get them sometimes, while those who don't need the services sometimes do get them. What's up with this?	
	34 y.o. Hispanic Male, Eastern WA, \$35,000 to \$50,000
Men, as single parents have more difficulties than women in getting any assistance.	44 y.o. White Male, Western WA, \$35,000 to \$50,000
Monitor people who really need the service. There always cracks in any service, but a lot of times there are people who come in and really don't need the service and somehow get it. I feel if these people were checked more carefully then maybe the taxpayer money would not be wasted	64 y.o. White Male, Western WA, \$50,000 to \$75,000
More careful screening of the problems, and less bureaucracy of the problems once established. More easily accessible to needy families without the bureaucratic stuff. And fewer restrictions on length of time and amount and who for. Should be clearer, easier and more funding, I suppose.	64 y.o. White Male, Western WA, Over \$25,000 18 y.o. White Female, Western WA, \$50,000 to \$75,000



More follow up by organizations to ensure less abuse of system.	38 y.o. White Male, Western WA, \$50,000 to \$75,000
More follow-ups on the people who receive benefits to assess changes in circumstances.	38 y.o. White Female, Eastern WA, \$15,000 to \$20,000
More follow-up than just dispensing money see if DSHS services are being utilized properly.	34 y.o. White Male, Western WA, \$25,000 to \$35,000
More screening when people apply, they should check the records of the people who come in. I feel it is too easy to get on these programs.	64 y.o. White Female, Eastern WA, \$35,000 to \$50,000
helping people with special needs.	44 y.o. White Female, Eastern WA, \$20,000 to \$25,000
More uniform and fair application of service to the people.	31 y.o. White Male, Western WA, \$20,000 to \$25,000
Most investigation before they provide help to those that need help.	38 y.o. White Male, Western WA, \$35,000 to \$50,000
My main thing is I disagree with the WorkFirst program because we have that five year limit people getting grants with children. What I disagree with is how the state is giving away all this cash. I believe that they need to re-evaluate the WorkFirst program on how monies are distributed. I'm a non-WorkFirst worker because I do not believe in the program because for example tires if somebody needs tires from Les Schwab they just give them to them because they said they needed them to go to work; they don't evaluate. The program is not monitored. They need to be stricter on the WorkFirst program. They should change the resource limit with cars they should up the resource value on cars not money in the bank, just vehicles. I think they should prosecute more cases for people who are being fraudulent. We make mistakes and that's a part of it but at the same time, we always get tagged on these mistakes. Quality control comes in and they'll find a way to make it our mistake and all it comes down to is that the person didn't report. If there's a change and we don't know it, then we get tagged on it. That sums it up. Oh one more thing, for single disabled people GAU program I don't believe in that program because we have social security. The state kicks in this fund until their SSI is approved. I think if you're that disabled you should go through social security and if they don't approve it, I don't think the state should kick in. That's it. Oh, one more thing - the GAU program for single disabled people I don't believe in that program because we have Social Security. The state kicks in this fund until their SSI is approved. I think that if you're disabled, you should go through Social Security and if they don't approve it, I don't think the state should kick in funds.	30 y.o. Pacific Islander Female, Eastern WA, \$50,000 to \$75,000
My son has been injured, age 60 and he is a roofer, and fell and can hardly walk and they turned him down; they should make it easier for those kinds of people who can't work to get help.	74 y.o. White Female, Eastern WA, \$10,000 to \$15,000



Need more compassion and make room for special cases. It	59 y.o. White Male, Eastern
leaves room for abuse in system. But if half the people who go	WA, Less than \$10,000
by spirit or intent they will go further instead of looking for	
reasons not to help. A lot of people, who need help, need help	
sooner and need it before they get so deep they have difficulty	
pulling out. When people are having great difficulty financially,	
they say if you are not handicapped you have to prove you have	
a handicap. But if you are not in one of those categories you fall	
in a lot of neutral grounds where they don't help you, and they try	
to discourage you from getting help or have you use your	
resources. Unless you're young, you have difficulty pulling out of	
your poverty. The difficult part about it is that people who work	
there are under a lot of stress and are pushed to discourage	
people. Sometimes, this is good but does not take care of	
people who need it to start with and have nowhere else to go or	
get so ill from lack of medicine or nutrition they just die. DSHS	
recognizes the medical profession and they will finally help you	
medically, but not preventative services like alternative or	
chiropractic, which would be cheaper. For dental they will pull or	
give you mercury fillings, which are bad. Pull your teeth rather	
than do any kind of repair. Good dentists don't want to be	
bothered by long laborious forms. I know because its subject to	
government, there is a huge amount of paper load. And put it	
under each person who comes under and makes a lot of	
demands to be here or there, and if you can work it just right you	
can get it. But if you can get transportation they do not try to help	
you help yourself get better. I think they work under the	
assumptions that needy are either aliens or very young people.	
Don't recognize others can fall into these circumstances too and	
they don't treat these under individual circumstances. Rules	
need to be open-ended.	
Need to help out people with special problems like Down's	27 y.o. White Male, Western
Syndrome.	WA, \$35,000 to \$50,000
Need to investigate, like I mentioned before when you asked if	58 y.o. Black Male, Eastern
it's too hard for families to get food stamps, welfare grants, etc.	WA, \$10,000 to \$15,000
Right now it is too rough for people to get them. Go by a	VVA, \$10,000 to \$15,000
person's income to be eligible. Some abuse food stamp	
program. Food stamps should be just a support until the person	
can get a better job. Go by a person's income. If the person	
makes minimum wage, he needs help. If they make over that, he	
doesn't needed help. Guidelines now are ancientnot up to	
standards of world. A gap in regards to COLA and minimum	
wage. Standard isn't what it should be. I don't know.	22 v. c. White Female, Factors
Not make it so difficult for the little people to get help. I know	23 y.o. White Female, Eastern
some people who get help and then some, and some people	WA, \$10,000 to \$15,000
who don't get help. Well, I don't know, they just have so many	
requirements for some things. When I was working, I was only	
getting \$1000 and they cut me off medical and I know some	
people making \$9.00 an hour and still get medical.	CO Halmanus Dana Mal
On health for the aged, I think they should be more lenient. They	
should make it easier for folks with various incomes to get help	Eastern VVA, Unknown Income
like mental health, help for the aged.	



Part of my experience is that people need people to get recertified. A lot of people abusing the system, just taking advantage, taking more than what was needed. Some people are disabled but they are still able to get a job and getting too many grants.	30 y.o. White Male, Western WA, \$75,000 or more
	42 y.o. Asian/Hispanic Male, Eastern WA, \$15,000 to \$20,000
People on fixed incomes just above welfare line also need help with in care nursing. People who pay taxes all these years, contribute to church programs, don't seem to be eligible for any help.	66 y.o. White Male, Eastern WA, \$35,000 to \$50,000
People should be accountable for themselves. And I strongly feel we should not be taking care of people who are drug addicts or alcoholics. Those are choices, and you should find out you are responsible for your choices. And sex offenders should not be receiving checks. Our country is going down the toilet. And those are my personal beliefs. And I hope that's helpful to you. I stand firm on what answers I have made to you. And I don't feel challenged if someone should ask me again. An in-depth study of our community and knowing exactly what the issues are for these specific people is a really difficult one for me to answer. Kind of like you are a missionary to a foreign country you have to find out what needs are and how we are handling each situation.	to \$75,000
	51 y.o. White Male, Eastern WA, \$75,000 or more
People who can need to work for food stamps or money	38 y.o. White Female, Western WA, \$50,000 to \$75,000
People who need help don't get it and those that don't do. I think you should have had to live in Washington State a year. I'm not sure.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
Personally, when my husband and myself needed food stamps last winter, we were having a very hard time and we were wanting temporary food stamp aid but were turned down. I think the rules and regulations for providing stamps to needy families are too rigid and too out of date. Rules should be modernized and made simpler to help more needy people.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Persons with special needs such as an alcoholic family member,	WA, \$50,000 to \$75,000



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Place onus back on people. Need to take care of themselves. People holding signs for help can work. They need dignity and no program can give that to them. DSHS is good for need, but can be abused and give DSHS bad name. I don't know I necessarily have the answer. Responsibility rests with individual. Disabled I have no problem with. But people go through drug and alcohol programs again and again. I could be living under a bridge too, but I decided to work and have done well. When I used to live in downtown Seattle I saw them as the path of least resistance. I get up at 5:00 and work. I had some abuse as a child and could whine too. But the only person who could save myself was me. I don't know if there should be any more changes. They may be trying to be too many things to too many people. I'm glad they are there for the needy, but it bothers me that they are being abused. Mothers and prenatal care we have babies having babies. I don't think we should support that. Why does DSHS raise pay when you have a child? The real world doesn't work that way. I didn't get a dime when I worked and had a kid. When my wife had a baby she stopped working and our expenses went up while income went down. I didn't get a raise at work when I had a baby. Should lower income when have kid instead of increase. I worked 10 hrs today and pay spousal maintenance and child support. Implement more stringent standards and maximum two kids on the system. It's tough love, but it has to be done. Animals send their kids out when they come time to go. Sometimes they have to swat them out be mean to them to get them to go.	
Possibly some of the people should do a little work for some of the things they get. They should have some kind of training for work. Say they get \$500 month they should pay a percentage too. For example, if on poor side, pay something for what they get, compared to medium and wealthy. Not just coming to our country and getting everything handed to them because it is very costly.	57 y.o. White Female, Western WA, \$75,000 or more
Provide less help to drug addicts.	21 y.o. American Indian Female, Western WA, \$50,000 to \$75,000
Put tighter guidelines on the people that have it. Kids turning 18 and 19 having kids and getting it. And people who are working and make just over the amount and can't get it. As far as children go when they get child support payments they should make sure the money is actually spent on the children. I'm not exactly sure; receipts showing it is spent on the kids. I have a lot of friends who spend it on themselves and not on the kids. The Quest cards make it more difficult for people to trade for money or drugs. I think that is one of the smartest things they have ever done.	
Screening should be better. Little more accountability. Clients should be screened every 3 months. Fraud needs to be checked into more frequently.	30 y.o. White Male, Eastern WA, Less than \$10,000



often abused by these people who DSHS tried to help. Actually, I think the majority of these people are simply looking for an easy way out and are conning and taking advantage of DSHS benefits. These programs need a harder look, and the money should be spent on the elderly who don't know how to use the system. The older people need more information about the actual availability of the help as well as the children who are abused in the drug and alcohol abuser homes.	
Seems as though sometimes little "glitches" keep people who need from help, while others get help but don't really need it; follow through with information.	46 y.o. White Female, Western WA, \$50,000 to \$75,000
Send more people out in field to check on recipients to make sure about abusing services and to make sure those who need it are getting it. Not just telephones are behind a desk. More in- service type training of employees so they know what to look for, or how to identify problem.	36 y.o. Hispanic Female, Eastern WA, \$50,000 to \$75,000
Shorten up the welfare time limit; 5 years is quite a long time.	48 y.o. White Male, Western WA, \$75,000 or more
Should follow through with checking on families, kick off the people who are abusing the system, no questions asked.	43 y.o. White Female, Eastern WA, Unknown Income
Should follow through. Not giving to ones who need it, giving it to ones who don't so then they don't have it for the ones who do need it. Should do a better job of checking when they apply. My thought is that they're not using these people in DSHS properly to see if they really do need it. Don't do enough screening. Should do a better job of screening.	82 y.o. White Male, Western WA, \$25,000 to \$35,000
Should help those that contribute towards DSHS should be able to get DSHS help when they are older.	39 y.o. White Male, Western WA, \$20,000 to \$25,000
Should investigate more people that abuse the system to protect the children,	WA, \$25,000 to \$35,000
span. I work and they can work. More assessments on how they're doing, what sources they are using in looking for work. Checking with those people to see if they can't use them. Not sure.	28 y.o. White Male, Eastern WA, \$15,000 to \$20,000
Shouldn't be so tough. Those who need it don't get it. I think has to be looked at on an individual basis.	43 y.o. White Female, Eastern WA, \$35,000 to \$50,000
	60 y.o. White Female, Eastern WA, \$25,000 to \$35,000
So they can monitor it more frequently.	70 y.o. White Female, Western WA, \$25,000 to \$35,000
Some of the elderly folks live in remote regions and counties and there is not or seems to be no services to them. There seems to be abuse by younger persons of the system, possibility of fraud many people in the same house claiming other people's kids. I guess I see the two extremes. For some reason there seems to be no services or aid available for males so they don't get desperate so they commit crimes.	WA, \$35,000 to \$50,000
children.	64 y.o. White Female, Eastern WA, \$50,000 to \$75,000
	71 y.o. White Female, Eastern WA, \$50,000 to \$75,000



Some people who really need these programs simply don't know	63 v.o. White Female, Eastern
how to go about getting them and have a very difficult time getting into programs. Also, some other people misuse the	WA, \$35,000 to \$50,000
programs or abuse what is available cause they know the rules	
and procedures to obtain such help. This is especially true for	
those who just suddenly find they need these programs but	
haven't any experience and have difficulty with the procedures	
and processes.	
Sometimes I think there should be a little more investigation;	54 y.o. White Female, Western
they really need it. I know people that have been pretty frivolous	WA, \$25,000 to \$35,000
should be accounted for how it is spent. I see people buying	
lobster with food stamps and I'm buying hamburger. Special needs no changes. Welfare recipients they should	47 y.o. White Female, Western
be stricter on the time frame they are allowed to get the benefit.	WA, \$25,000 to \$35,000
Two years. Medical should be cover for all children and people	VVA, \$25,000 to \$55,000
who cannot afford it in a way where they just pay a percentage	
of income, no high cost premiums.	
Stop giving to those who don't need it and give to those that do.	22 y.o. Pacific Islander Male,
If they go in for drug problem they should find out if they really	Western WA, Unknown Income
do, get them to a class and help the family out. But if they don't	
have anything wrong don't give it. But for people who are	
working shouldn't get it. I don't know how to get answers or what	
they can do about it.	
Stop helping the foreigners; help our people right here. Let's	40 y.o. White Female, Eastern
help the mentally ill more than we do. Start being a whole lot	WA, \$20,000 to \$25,000
stronger on getting younger people on welfare out into jobs and	
job training. Take the people who don't need it off and help the people who	35 y.o. White Male, Eastern
do.	WA, Unknown Income
Target people who are really not trying to seek employment. As	33 y.o. White Male, Western
long as they are looking for work honestly should be put forward.	WA, \$25,000 to \$35,000
Some just don't work and don't plan on working and just eat up	
tax dollars. Put on probation if can even track it should be	
something in place. If their not looking for work they should be	
put on probation or removed from services. I don't know, hard to	
say. See infants and children and their mothers are properly fed	
and housed The only thing I would say is people who are not citizens should	60 v a White Mala Factors
The only thing I would say is people who are not citizens should not be receiving prolonged help. Prolonged help is after one	WA, \$75,000 or more
month, two months.	, \$75,000 or more
The other area I feel that people just milk the system there	58 y.o. White Male, Eastern
are so many freeloaders they need to get rid of those	WA, Less than \$10,000
freeloaders.	,
The people that receive the money most of the time goes to	26 y.o. White Male, Eastern
people that are undeserving and manipulate the system. The	WA, \$35,000 to \$50,000
money could better serve the people with actual needs for their	
disabilities that they have no control over.	
he process it takes to qualify needs to be looked at and refined	
just need to re-look at it. Exclusion for long term or special	WA, \$25,000 to \$35,000
circumstances. I have a relative about to be let off it because of	
the 5 year limit. The screening process. Well, I know quite a few families that	18 y.o. White Male, Western
don't need it that are getting a lot of help.	WA, \$20,000 to \$25,000
dentines at that are getting a lot of help.	, ψ20,000 ιο ψ20,000



Their programs are too lenient as far as who they approve, and take away responsibility from people. Cut back on some of their	47 y.o. White Female, Western WA, Over \$25,000
financial aid and have tighter requirements.	
There is an initiative going around about requirements for people	33 y.o. White Male, Western
being hired to take care people with special needs that	WA, \$75,000 or more
respondent was aware of. A week ago, this initiative in	
newspaper that I read I don't have any suggestions.	
There needs to be a more intense check and balance about the	41 y.o. Hispanic Male, Western
information clients provide to DSHS and whether it is valid or	WA, \$50,000 to \$75,000
not. More verification seems called for because some people	, , , , , , ,
abuse this system. I see people who drive new vehicles yet still	
receive food stamps and sometimes other forms of help from	
DSHS. More thorough investigation especially re: complaints	
about fraud against the system.	
There should be better scrutiny because I see abuses	58 y.o. White Female, Eastern
everywhere. There is no real monitoring, and people should be	WA, \$25,000 to \$35,000
hired to check where fraud and abuse takes place.	, , , , , , , , , , , , , , , , , , , ,
There're people who need it that don't have it and people who	33 y.o. White Male, Western
have it that don't need it. I also think that our citizens in this	WA, \$75,000 or more
country should receive benefits before the illegal aliens.	WA, \$75,000 or more
There's been a time I've needed help with medical bills and	81 y.o. White Female, Eastern
prescriptions and haven't been able to get help. I'm over 80 now	
	IVA, Ofiknown income
and it's not easy for me to get help from DSHS. Without close	
TRIODOG LIVOLIA DO DOCENTO DE LION	
friends, I would be nearly out of luck.	FF to CA v. a. White Female
They better be sure that they give help to the right people.	55 to 64 y.o. White Female, Eastern WA. \$20.000 to
	Eastern WA, \$20,000 to
They better be sure that they give help to the right people.	Eastern WA, \$20,000 to \$25,000
They better be sure that they give help to the right people. They don't monitor as good as they should. Who needs it and	Eastern WA, \$20,000 to \$25,000 33 y.o. White Female, Western
They better be sure that they give help to the right people. They don't monitor as good as they should. Who needs it and who is taking advantage of it? Need some outside people	Eastern WA, \$20,000 to \$25,000
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They need to check into backgrounds to see if they are really in	25 y.o. White Female, Eastern
need. To check to see if they absolutely desperately need it. If	WA, Unknown Income
they're able to do without, they need to survive on their own.	
There are middle class families that do need help, they should	
be eligible too. My husband and I lived off of \$800 a month. If	
we did it, others can too. A course on money management	
would be good. If a mother has 3 kids and doesn't take care of	
them, she should have her tubes tied.	
	77 v. a. White Male, Western
They need to check out and make sure they are giving out the	77 y.o. White Male, Western
needs correctly.	WA, \$35,000 to \$50,000
They need to check them out real well. Someone needs to	79 y.o. White Female, Western
make sure they're really in need.	WA, Unknown Income
They need to evaluate family situations more frequently to	33 y.o. White Female, Eastern
determine whether they are still eligible. They need to evaluate	WA, \$75,000 or more
more often, and be stricter on who they give assistance to,	, , ,
emphasize jobs. For my sister, there was no incentive to work.	
They need to find ways to investigate situations better or find	27 y.o. Hispanic Male, Eastern
ways to screen people for their qualification for services. I have	WA, \$35,000 to \$50,000
seen mothers who need to get money from fathers and I don't	VVA, \$55,000 to \$50,000
think DSHS does a good enough job of doing that.	O4 - Milita Francis Martin
They need to get to the families who need help and not wait until	
it's too late.	WA, \$35,000 to \$50,000
They need to give more help to people who need it, especially	33 y.o. Hispanic Female,
medical coupons. For more things, not just regular, for	Eastern WA, \$25,000 to
specialists, for dental care, for children. More programs, and	\$35,000, Spanish-speaking
they need to check more carefully who they give it to. They may	
be taking it away from the people, like the children who really	
need it. And giving it to people who could go out and work. And	
also, people who are not residents here in the United States do	
not get this help and that is not right.	
They need to help the people more who need them. For me I	38 y.o. Hispanic Male, Eastern
went to Oregon for six months and when I returned with my	WA, Less than \$10,000,
children I didn't have employment. And I needed help and didn't	
get it.	Spanish-speaking
	12 v. a. White Female, Western
They need to make a better orientation. Put in better safeguards	
to investigate welfare frauds.	WA, Less than \$10,000
They need to run down the addresses of people on welfare	37 y.o. White Male, Western
because some people come to this state and sign up for welfare	VVA, \$20,000 to \$25,000
and then return to their actual residences in other states. I	
personally know of at least 3 instances of this occurring in my	
recent experience. Some single mothers that are working still	
don't have enough to really make it financially (like min wage	
jobs), but they don't qualify. This is especially true for those who	
have a car for work, which disqualifies them from a program they	
need also. Some people just have more kids just to get on and	
keep on the support programs.	
They need to screen the people better, know about the people	56 y.o. White Male, Eastern
and their background do they really need DSHS? A lot of	WA, \$75,000 or more
these people are in need because of lack of education and there	, , , , , , , , , , , , , , , , , , , ,
seems to be split families; they don't have both parents.	
booms to be split families, they don't have both parents.	



They need to take Americans into more consideration than all these immigrants that come in. 6 or 7 Mexicans get whatever they want. They do a very poor job ripping families apart that don't need to be ripped apart. And not helping families that need it. My neighbor leaves her kids and doesn't take care of them, she still has the children.	
They need to try harder to get the welfare people back to work again.	40 y.o. White Male, Western WA, \$25,000 to \$35,000
They ought to look at the financial part of it, since people that receive it are people that are undeserving. A lot of people just want other people to support them. I feel that anyone on these support programs should match dollar for dollar what they earn, not just sit around receiving payments from DSHS.	61 y.o. White Male, Eastern WA, \$25,000 to \$35,000
They overstep their bounds and help the right ones, or don't help children that need the help.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
They should be investigated a little closer (the clients). They should monitor the people periodically.	77 y.o. White Male, Western WA, Less than \$10,000
They should check in to see if people are on drugs and dope and give them the option to get clean check it out more; see if there are more needy people at the casinos; check up at the jails and check up surprisingly to see if people are cheating I need the services and was denied; I paid in for lots of years and was denied and people who are still dealing drugs or just out of jail get the services.	36 y.o. White Male, Western WA, Less than \$10,000
They should investigate people's income when people apply for benefits so only really needy people get assistance.	18 y.o. White Male, Western WA, Less than \$10,000
They should monitor the cases more closely.	65 y.o. White Male, Eastern WA, \$75,000 or more
They should try to have control over the help they give to ensure that the people that deserve the help get it to offer incentive on having to depend on that aid.	
Tightened up: distinguish better between truly and not needy.	69 y.o. White Female, Western WA, \$25,000 to \$35,000
Too many people get help who shouldn't get help.	29 y.o. White Female, Western WA, \$25,000 to \$35,000
Too much fraud and people going after services they are not eligible for.	60 y.o. White Female, Western WA, \$75,000 or more
Undoubtedly some people take advantage of the services but overall, it seems to work quite well	63 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000
Vehicle precluded food stamps; needed vehicle for helping elderly family member.	41 y.o. Asian Female, Western WA, \$10,000 to \$15,000
Welfare shouldn't be so easy to get. By being challenged to try doing stuff on their own instead of going back to DSHS help.	40 y.o. White Female, Eastern WA, \$75,000 or more
Well, I have heard stories about how some people get it when they don't need it. They should have a better accountability system in place.	44 y.o. White Male, Eastern WA, \$50,000 to \$75,000
With working in a clinic, I think a lot of the people are just plain lazy and don't want to work.	58 y.o. White Female, Eastern WA, \$35,000 to \$50,000



Specific Programs - General	
Comments	Demographics
I think each child who is a juvenile, should have a clothing allotment 1 for winter and 1 for summer because the check does not cover, does not buy, clothing and shoes. And I also think there should be a program so kids can go to camp etc. To do the things other kids with money can do. Oh, sure.	49 y.o. White Female, Eastern WA, \$35,000 to \$50,000
I would really like to see both my sons who have been to Eastern State for evaluations and the people at Eastern State say they aren't the place for these boys to receive better and more professional care. The State of Washington needs a different facility for people like my sons to be evaluated and hopefully helped a lot more. We need in Washington State more facilities, which provide supervised living arrangements for special needs individuals. My son had been sent to Eastern State when he could have prospered in a group home situation with supervision. The state needs to consider the safety of these disabled individuals as well as that of the general public.	53 y.o. White Female, Eastern WA, \$10,000 to \$15,000
A greater volunteer involvement. They should solicit a greater volunteer involvement.	38 y.o. White Male, Western WA, \$75,000 or more
Absent fathers that owe child support should have tracking system if move out of county. With computer systems couldn't you just punch in his social security number and find out where he's working and send the money to the kids? I've been going through office of support enforcement since my divorce 13 years ago. And since I have a job and am not on public assistance, I have been informed they are going to drop my case. They stopped tracing him when he left the county. He's now in Idaho, but I don't know where. I don't know. That's my only gripe against them.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000
And for dental services it is very expensive and my children have a lot of trouble getting this help. Now I have some coverage for	38 y.o. Hispanic Male, Eastern WA, Less than \$10,000, Spanish-speaking
Better and more services for children. When these children	38 y.o. Hispanic Male, Eastern WA, \$10,000 to \$15,000, Spanish-speaking
Continued later intervention in a teen's life (people that are 16,17,18).	27 y.o. Hispanic Female, Western WA, \$50,000 to \$75,000



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Continued strong connections with community advocates who	41 y.o. White Female, Western
assist persons with disability, mental impairment or physical	WA, \$25,000 to \$35,000
disability. Outreach, person in program designated to do	
outreach. Expanded emergency services, expand hours for	
emergency services, and have a complaint desk for when	
something falls through cracks a central place when these can	
go. A 24 hr complaint desk where things are checked out.	
Do away with 5-year limitation. Just leave it. Get rid of the 5-	75 y.o. White Male, Western
year limitation period.	WA, \$75,000 or more
Drug test a lot and alcohol tests.	28 y.o. White Male, Eastern
brug toot a fot and alcohol tools.	WA, \$25,000 to \$35,000
Follow up to those who have received services do survey for	52 y.o. White/American
them. For instance foster homes (was a foster child, children	Indian/Hawaiian/Pacific Islander
should be interviewed at different times of their life to compare	Female, Western WA, \$25,000
perspectives at different times).	to \$35,000
For disability in resident care need more spot checks. Need	
	46 y.o. White Female, Eastern
more frequent access to their guardians which should be	WA, Less than \$10,000
initiated by DSHS. Too many breaches of safety. If one logs	
down something bad in DSHS contracted places one could lose	
one's job. More talking to staff so they don't lose their jobs.	
	39 y.o. American Indian
low pay for licensed day care. They only take well clients not	Female, Western WA, \$10,000
sick ones. In-home care was low pay.	to \$15,000
For one thing on these needy families, I think they need to train	51 y.o. White Female, Western
these people to go to work a lot quicker than they do and provide	WA, \$35,000 to \$50,000
childcare. A lot of times childcare is so horrendously expensive	
that they just end up staying home and drawing on their welfare -	
- is what they do I think.	
Health caresimplify the health care requirements for providers.	44 y.o. White Female, Western
Too much red tape	WA, \$50,000 to \$75,000
I feel children always should get the care. But it's difficult for	78 y.o. White Female, Western
senior citizens to get there, especially if they don't drive or can't	WA, \$10,000 to \$15,000
take a bus and hard time walking. So they should an office in	, , , , , ,
senior citizen in retiring home or nursing home like once a	
week where they can come out to help people who need it.	
I help the working poor people. Provide long term access to	28 y.o. White Female, Western
birth control.	WA, Unknown Income
remember my sister had a complaint about when she went to	29 y.o. White Female, Eastern
get food stamps and she had to wait in an area with other	WA, \$10,000 to \$15,000
families were sick and her child got sick as an infant.	VVA, \$10,000 to \$13,000
	25 v.a. White Male, Eastern
I think juvenile probation is lacking and needs to make more enforced.	35 y.o. White Male, Eastern WA, Unknown Income
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I think that programs for good parenting should be implemented.	50 y.o. White Male, Eastern
	WA, \$35,000 to \$50,000
I think they need to draw the line somewhere on how long they	32 y.o. White Male, Eastern
are going to deal with the family and let the state place the child	WA, \$25,000 to \$35,000
somewhere.	
	82 y.o. White Female, Western
people fall through the cracks.	WA, \$35,000 to \$50,000
I understand Washington has good programs to give assistance	80 y.o. White Female, Western
when needed. They have good bus service to help people shop	WA, \$10,000 to \$15,000
and pick up medicine.	



I would like to see more drug and alcohol programs for people who need them more often. Contraception, safe sex, and pregnancy intervention services should be more readily available. I'd like to see safer sex education, contraceptives and pregnancy interventions more easily available to the groups of people who DSHS serves. That's it	41 y.o. White Male, Western WA, \$35,000 to \$50,000
I'm not sure. Education. Educating people in need of services as well a general public.	54 y.o. White Female, Western WA, \$35,000 to \$50,000
I'm a strong advocate of helping people to become self sufficient, so the more DSHS teaches those it helps to be more capable of helping themselves, it will be better for everyone.	49 y.o. White Male, Western WA, \$75,000 or more
I'm really concerned about the 5 year limit on food stamps and welfare. I worry that some families may be out in the streets, some people that need these services may not be obtain them as long as they really need. The way the caseworkers treat people when the five years are up is really mean sometimes. Can't they make exceptions for certain people at some times when they really need them?	46 y.o. White Female, Western WA, Less than \$10,000
In my experience of providing dental services, I've found few other dental providers willing to accept DSHS patients because their reimbursement is less than the providers' costs.	33 y.o. White Male, Eastern WA, \$75,000 or more
It's been along time since I have had to deal with them. I remember when I was on it they would take money away from me when I would work and it would just drop me back down to where I was started. I think they should give cash incentives or extra food stamps or gas vouchers for people that are actually working or going to school.	36 y.o. White Female, Western WA, \$50,000 to \$75,000
More emphasis on drug and alcohol abuse (educating them).	34 y.o. White Male, Western WA, \$75,000 or more
More preventative programs.	53 y.o. White Female, Western WA, \$75,000 or more
More screening services to low-income families. Raising the amount of money a person can make and still get help.	20 y.o. White Male, Western WA, \$35,000 to \$50,000
More services for the DDD population developmental disabilities. Stronger licensing for foster care.	27 y.o. White Female, Eastern WA, \$35,000 to \$50,000
More services, especially medical services and drug and alcohol treatment.	75 y.o. White Male, Western WA, \$75,000 or more
More time limit on people with special needs.	35 y.o. White Female, Western WA, Unknown Income
Need to reach out to people who don't need it before they need them.	36 y.o. White Female, Western WA, \$75,000 or more
One problem my sister had with Helping Hand House is that a lot of residents need to have an address before they got help; and they didn't get help, so they were living in cars. No address; no help. She'd take in women with two or three children living in a car on more than one occasion. Some other idea can be thought of, or better program concerning needing an address before getting help.	WA, \$20,000 to \$25,000
Really assess what abilities the caregivers the adults have.	46 y.o. White Female, Western WA, \$50,000 to \$75,000



Right now I'm in a situation that I've gone to them. I went through WorkFirst, but when I got a job with no childcare help, I got charged \$640 for 3 weeks of work and DSHS didn't help me at all. When I talked to the DSHS person, they did say they would take care of it, but currently I don't know whether it got taken care of or not. I need food stamps, they want my mother's work info, which she considers private also, and I'm the adult. Also, in between checks I'm really just stuck. I need more help especially in the area of food stamps and maybe with daycare. The medical part is fine and I do appreciate the services I've gotten in general, but sometimes they just don't work for me. Should be a program to help elderly with prescriptions so they don't have to travel to get their prescriptions filled. Seniors should have help so they don't need to decide whether to get prescriptions or buy food. Mostly those talking about how they can help have not been through needing help. Children and seniors should be first on list to help.	32 y.o. White Female, Western WA, \$10,000 to \$15,000 70 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Spiritual help and counseling.	23 y.o. White Male, Western WA, \$35,000 to \$50,000
Suggest dental coverage for children including orthodontics.	21 y.o. White Female, Western WA, \$35,000 to \$50,000
The monthly grant amount should be based on individual needs, more individualized than it is.	26 y.o. White Female, Western WA, \$15,000 to \$20,000
The overall would be the medical (pharmaceuticals too expensive).	58 y.o. American Indian/White Female, Western WA, \$25,000 to \$35,000
There should be stronger support for children as opposed to their parents.	29 y.o. White Male, Western WA, \$75,000 or more
There's not enough or adequate homeless shelters in town in Olympia I mean. It shouldn't be based on gender (the homeless programs) but on need. There should be a place where people can get a free meal 3 times each day. People with disabilities need more funding and facilities. Also full health care for anyone who's lost their job for any reason, including dental care. Probably some transportation vouchers for unemployed to use on public transit systems.	33 y.o. White Male, Western WA, Unknown Income
They do a good job of helping children for the most part, but they could do better with the elderly, especially with medical and health needs. Some improvement in this area is needed. They should make it easier for families to choose their own doctors instead of restrictions on medical providers and services.	33 y.o. White Female, Eastern WA, \$25,000 to \$35,000
They need to do something to get better qualified people for the foster programs, and I think it's too hard for people to get alcohol and drug treatment	Refused y.o. Unknown Race Male, Western WA, Unknown Income
They need to have more entry level attentive services.	42 y.o. White Female, Western WA, Under \$25,000
They need to reimburse health care professionals more to provide incentive to do work for special needs and needy, etc.	38 y.o. Other Female, Western WA, \$75,000 or more
They ought to be more aggressive in collecting child support, and going after the parties responsible for paying. Three years my son has custody of his son; his wife doesn't pay a dime in 3 years.	48 y.o. White Male, Western WA, \$50,000 to \$75,000



They ought to investigate parents of runaways and "problem children" by pulling surprise drug tests on them. It is not usually the child's problem.	78 y.o. White Female, Western WA, \$15,000 to \$20,000
They should push the incentives programs every time they have the chance. These work better to motivate individuals to continue to help themselves.	56 y.o. White Male, Eastern WA, \$10,000 to \$15,000
think with prosthetics and wheel chairs and things like that. They	86 y.o. Hispanic Female, Western WA, \$35,000 to \$50,000
Too many delays in getting appropriate and needed care. Enforce requirements for aid.	56 y.o. White Male, Western WA, \$75,000 or more
Try to reach more homes with single moms. More emphasis on prevention like offering free birth control and education of youth so that we don't have so many unwanted children. My experience with a heroin addict: where in Europe they would give her contraceptives, here they just got her through early withdrawal and sent her back to the street. Provide more education to the people who need them.	42 y.o. White Female, Western WA, \$75,000 or more



Specific Programs - Child Protection	
Comments	Demographics
And they definitely need to investigate child abuse reports more thoroughly.	43 y.o. White Female, Western WA, Less than \$10,000
I don't think they do a very good job of investigating reports of child abuse.	50 y.o. White Female, Western WA, \$50,000 to \$75,000
Also, in child abuse cases, the hands of social workers are tied and they can't get the help some children need until it's too late.	60 y.o. White Female, Eastern WA, \$75,000 or more
And more personnel to help with CPS cases.	52 y.o. White Female, Western WA, \$75,000 or more
Be more responsive in cases of children where there isn't a problem of where DSHS is overbearing; balance off of being more thorough in cases.	46 y.o. White Male, Western WA, \$75,000 or more
Better regulation of child protective services.	28 y.o. White Female, Western WA, \$25,000 to \$35,000
But if we're going to take care of anyone, it's our kids. Over the years there's all these cases of a child being returned to a situation where he gets killed.	61 y.o. White Male, Western WA, \$20,000 to \$25,000
Deeper investigation on parental abuse of kids, rather than simply taking informant's statements at face value. The entire situation ought to be examined including the relationships between the people such as the informants and accused abusers. Needy people.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Follow through on what's happening with kids. Just to make sure parents aren't covering up for their kids.	38 y.o. White Female, Western WA, \$25,000 to \$35,000
From what I've read in the papers, they seem a little slack in the area of child abuse. They don't listen to people until its too late sometimes.	63 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Give more control to parents of children. DSHS needs to assess situations more than just react like think them over.	43 y.o. White Male, Western WA, \$35,000 to \$50,000
Go in with open mind and willingness to see what the problem is, and you can't do that in 30 minutes. You should sit down and talk to both parents and child both together and separate. And if you do that you can get more of a handle on what is actually going on. They used to go in and snatching out, not asking questions, just taking. And I think if they sit down and talk and listen, really listen and try to get them some counseling separate and together and I think they would go a long ways to solving the problem. Bring in an outsider to get to the bottom of things to keep family together instead of tearing it apart. Everyone is stressed out and it makes it hard. Lots of times they drag these kids from the family and put them in foster homes and the foster homes are worse than where they came from and it's all about money. And I'm not saying they are all that way. I do know of one case the mother didn't want the kid, and they sent them to four different places, and come to find out the one man was having sex with the kid he got.	Female, Western WA, \$15,000 to \$20,000
I don't know what kind of review of the standards, like public reviews of taking children out of abusive families and reviews of facilities for care (like nursing homes); what kind of public review of standards do they have? Suggestion: more public reviews of standards.	30 y.o. White Female, Western WA, Unknown Income



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I think more intensive investigations of CPS cases.	27 y.o. White Female, Eastern
Caseworkers have too many cases and not enough resources.	WA, \$35,000 to \$50,000
I think one of the things I've heard from kids (I'm a teacher) is	34 y.o. White Female, Eastern
that it takes a really long long time to remove a child from an	WA, \$35,000 to \$50,000
abusive situation. I would like to see children protected as early	
as possible.	
I think that they're on the overzealous on child protection and I	38 y.o. White Male, Eastern
think that they should prevent the kids from being bounced	WA, \$75,000 or more
around from home-to-home in foster care. In other words, if	
they're going to be placed in homes keep them there. Quit trying	
to bounce them back to the natural family.	
I think the foster system seems to give children back to bad	44 y.o. White Male, Eastern
parents to soon.	WA, \$35,000 to \$50,000
I think they need to be more in favor of pulling out kids quicker	41 y.o. White Female, Western
when there are signs of abuse.	WA, \$75,000 or more
I think they place children back in harmful situations too quickly.	45 y.o. White Female, Eastern
I shink show about his many proposition in a defination of the section of the sec	WA, \$25,000 to \$35,000
I think they should be more proactive in addressing child abuse issues. Earlier intervention. I think children should be removed	41 y.o. White Male, Western
	WA, \$35,000 to \$50,000
from unfit parents earlier than they do.	25 v.o. White Female Wests
I think they should have followed up better with child protective	25 y.o. White Female, Western
services that were about the abuse, I and my family received	WA, Over \$25,000
from my parents. Nothing ever happened except phone calls,	
and they received verbal warnings but nothing more was done. This situation continued for a long time and nothing was ever	
really done about this situation.	
	34 y.o. White Male, Western
abused children and the parents.	WA, \$75,000 or more
I'd like to see them doing more checking up on abused children.	72 y.o. White Female, Western
Act more quickly when they are informed about abuse of	WA, \$10,000 to \$15,000
children.	VVA, \$10,000 to \$15,000
I'm kind of old-fashioned when it comes to interaction with the	45 y.o. White Male, Western
family members. I think there is too much government in the	WA, \$10,000 to \$15,000
family. But as I say there is times it is needed, but lots of times	ννι, φτο,οσο το φτο,οσο
the innocent are persecuted.	
In the area of child abuse, they just have to be more aware. Be	58 y.o. White Male, Eastern
more aware that child abuse is going on. The fact is, in child	WA, Less than \$10,000
abuse, nothing ever happens. There's a lot of stuff that goes on	ννι, 2000 επαπ φτο,000
and no results nobody helps the kid.	
Knowing the difficult job it is dealing with youth, I wish there	66 y.o. White Female, Western
could be a better way than not returning children to abusive	WA, \$25,000 to \$35,000
homes and parents. I don't know how to solve the problem. Be a	, , , , , , , , , , , , , , , , , , , ,
little better checking done on that area. I don't know. I don't have	
the answer.	
Monitor the child abuse and neglect more closely.	42 y.o. White Female, Western
	WA, \$75,000 or more
More careful screening of accused parents to know whether to	42 y.o. White Female, Western
remove a child or return them to their parent or guardian.	WA, \$35,000 to \$50,000
More investigation, so that some neglect cases slip through the	82 y.o. White Female, Western
system.	WA, \$15,000 to \$20,000
Seems overly eager to remove children from their homes.	47 y.o. White Male, Eastern WA, \$35,000 to \$50,000
Shouldn't go into homes and tear families apart like children	60 y.o. White Female, Eastern
going to foster homes	WA, \$25,000 to \$35,000
-	



Some children get back into abusive situations. Children should be properly taken care of.	64 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Sometimes when they remove children from the home they always do it quick enough. But also they do it too quick. When you don't you have a catastrophe on your hands. Then again a neighbor calls up and says so and so did this and they take the child from the home. Maybe they were a little too fast on the trigger.	74 y.o. White Male, Western WA, \$25,000 to \$35,000
Sometimes, I think DSHS interferes excessively in intervening in parent/child relationships i.e. if a teacher reports that a parent even just lightly swats his child, DSHS may be called upon to intervene or initiate an investigation without much leeway for common sense.	38 y.o. White Male, Western WA, Unknown Income
Stop harassing people like holding peoples' kids at sheriff's office and searching child's parents house without a search warrant.	42 y.o. White Female, Eastern WA, \$35,000 to \$50,000
Take more direct approach to problems so the children aren't back into the DSHS service just 2 days later.	40 y.o. White Female, Eastern WA, \$75,000 or more
The case worker we had for grandchildren seems to be partisan for the children's mother, doing whatever she could to return the children to their mother even though the children seemed to be in danger living there with their addicted parents. Children should not live with addicts. DSHS needs more involvement with this family in particular and I don't know what more I can do	63 y.o. White Female, Western WA, Over \$25,000
The children are my main concern here. Any time you can pick up a newspaper and see where a drug-addicted mother and an abusive alcoholic father can regain custody for their children and then beat the child to death something is very wrong. DSHS will go into a house remove the child from these parents and then give it back to them three days later and nothing is changed.	63 y.o. White Male, Western WA, \$35,000 to \$50,000
The foster care system needs restructuring. Children need to be put up for adoption sooner. Too many chances to people who are just flakes and kids suffer.	WA, \$15,000 to \$20,000
Their foster care system is a disaster. It's quite obvious that they don't have enough foster homes and some of the foster homes are worse than the foster homes they came out of. I have a 3 year-old that has been in 13 foster homes. He is now living with his aunt and DSHS is not supporting him at all. She's a single mom with a job but they still have not severed parental rights.	WA, \$35,000 to \$50,000
There should be more case workers to monitor child abuse cases those cases that need to be frequently looked at.	44 y.o. White Female, Western WA, \$75,000 or more
There should be more control and more judicial control putting children and youth into a home and getting them out of places they shouldn't be.	65 y.o. White Female, Eastern WA, \$50,000 to \$75,000
There should be more in-depth research on child abuse.	28 y.o. White Male, Western WA, \$75,000 or more
They need a total investigation & be "re-vamped" to address	59 y.o. White Female, Western
the abuses especially with children. They need to be more aggressive in the defense of children.	WA, \$50,000 to \$75,000 34 y.o. White Male, Western WA, \$35,000 to \$50,000
They need to be more vigilant in protecting children under their jurisdiction protection.	62 y.o. White Male, Western WA, \$75,000 or more



They need to cut down on the bureaucratic system. It's far too big and too complicated it needs to be broken down into more easily units, smaller units. The morass of red tape and processes defeat many individuals who really need help. This isolates too often those who need help. Sometimes people literally have to wait nearly forever and this interferes with actually helping people. DSHS workers are too often cut off from the people they are supposed to help by all the red tape.	51 y.o. White Female, Western WA, \$25,000 to \$35,000
They need to make some changes in their system to not put these children that have been taken away from their mothers or fathers back in the home. There are too many children getting killed or beaten to death and as a taxpayer, it makes me very angry. I don't think they check into it well enough.	71 y.o. White Female, Eastern WA, \$35,000 to \$50,000
They need to put more money into it, particularly at-risk & foster care. CPS is slow to respond. Foster care is really bad but it doesn't seem that good anywhere. They need to be more proactive than reactive. We don't have foster homes any more because there're so many restrictions. CPS is real quick to judge, but slow to respond. They don't even respond to calls about children over 11. Like if a 15 year-old kid is getting beat up by mom's boyfriend, they don't respond as much to older kids as much as to little ones. And then it's already too late 'cause they've ignored 'em. The education isn't there for foster home parents. They bounce kids around from home to home, and then they want to know why they don't bond any more, why they are anti-social or sociopathic, so they want to send 'em to jail. It's kind of a cycle. Nobody wants to take in a kid who's messed up, but there's not enough money to give someone to take a kid like that. There is not enough support for foster parents.	
They ought to raise the age limit for children left at home. They told me 6 year-olds could be left alone at home.	52 y.o. White Male, Western WA, \$50,000 to \$75,000
Why even bother to take the time to phone DSHS for example to report a child neglect case?	38 y.o. White Female, Western WA, \$75,000 or more



Efficiency - Organization	
Comments	Demographics
Cut overhead. Become more efficient as though they were a private business. Citizen oversight committee or professional consulting. I think their money would be better spent directing their money through faith-based organizations instead of trying to be all things to all people. Start by initial goal 50% of their budget being disbursed to local faith and charitable organizations.	39 y.o. White Male, Western WA, \$75,000 or more
Department keeps getting larger and larger every year. Largest department in state of Washington. Rein it in a little bit. Every few years gets larger, especially under governor. Time to make it smaller. Cutting jobs mostly. See if it can be run more efficiently. I don't know.	78 y.o. White Female, Eastern WA, \$35,000 to \$50,000
DSHS is too big of a department. It needs to be broken up into smaller factions.	51 y.o. White Female, Western WA, \$35,000 to \$50,000
DSHS should be broken up. It should be a different part under its own category. Too much bureaucracy. Have major headspeople in need, children and special needs. Should be autonomous from one another but with own agenda.	
Fire half the staff I think it would become much more efficient.	38 y.o. White Male, Eastern WA, \$75,000 or more
Get out of the health insurance business. Overhaul the entire DSHS department. Doing a great job with WorkFirst and welfare work programs! It's just gotten way too big. Someone needs to look at how to break it down into more manageable units who are more responsive.	32 y.o. Unknown Race Male, Western WA, \$35,000 to \$50,000
Get rid of governor. Replace people in government.	50 y.o. White Male, Eastern WA, Unknown Income
Get rid of some of the management. They should do their job, not make policy or law or interpret it their own way. They also should have a special needs person that bypasses management.	49 y.o. White Male, Western WA, \$50,000 to \$75,000
Get rid of some of the upper echelons of administrative workers and send more workers into the field. They're top heavy as usual with government agencies.	50 y.o. White Female, Eastern WA, \$25,000 to \$35,000
	59 y.o. White Male, Eastern WA, \$35,000 to \$50,000
I think they actually do too much. They should be divided up into more than just the one agency. Too many services under one umbrella. As our population grows it gets more difficult and complex to help too many different kinds of people.	62 y.o. White Female, Western WA, \$20,000 to \$25,000
I think they should go out of business.	50 y.o. White Male, Eastern WA, \$50,000 to \$75,000
I think they should re-organize the whole system. They could start with legislators adequately funding the need.	71 y.o. White Female, Western WA, \$35,000 to \$50,000
Increase organization and reduce bureaucracy.	20 y.o. White Female, Eastern WA, \$10,000 to \$15,000
Inherently, the bureaucracy is so big that it's unlikely it can ever operate efficiently.	54 y.o. White Male, Eastern WA, \$50,000 to \$75,000



60 y.o. White Female, Western
WA, \$75,000 or more
31 y.o. White Female, Western
WA, \$50,000 to \$75,000
27 y.o. Other Female, Western
WA, \$75,000 or more
65 to 74 y.o. White Female,
Western WA, Unknown Income
59 y.o. White Male, Eastern
WA, \$75,000 or more
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38 y.o. Unknown Race Male,
Eastern WA, \$35,000 to
\$50,000
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36 y.o. White Male, Eastern
WA, \$50,000 to \$75,000
57 y.o. White Male, Eastern
WA, \$75,000 or more
29 y.o. White/American Indian
Male, Eastern WA, \$15,000 to
\$20,000
33 y.o. White Female, Eastern
WA, \$35,000 to \$50,000
41 y.o. Asian Male, Western
WA, \$75,000 or more
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62 y.o. Asian Male, Western
WA, \$50,000 to \$75,000
62 y.o. White Male, Eastern
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50 y.o. White Male, Western
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WA, \$35,000 to \$50,000
WA, \$35,000 to \$50,000 60 y.o. White Female, Eastern WA, \$25,000 to \$35,000



Efficiency-Process/Paperwork	
Comments	Demographics
Also, the paperwork for services seems to take forever to complete, especially for those elderly like myself. Too many restrictions on these services. This makes it very hard for me with my medical needs. Particularly the time factor is critical to older people.	56 y.o. White Male, Eastern WA, \$10,000 to \$15,000
and supposed to receive supplements for childcare directly to the school. But, the payments didn't start until next January. The school billing DSHS finds the system extremely complex and difficult to operate and work with. Suggest that payments to schools and other organizations from DSHS be made in a timelier and less bureaucratic manner too much paperwork and too many delays. Another issue is in getting food stamps for my family. The job-hunting course work is absurd for certain individuals who are merely temporarily out of work but certainly not capable of finding work. Also the letting of landlords know and sign papers in order to receive stamps, demeaning to people is the term I want here.	
Access is critical. Also turn around time to get services to	36 y.o. White Female, Western
people swiftly is also very important.	WA, Unknown Income
Act a little faster.	36 y.o. White Female, Western WA, \$50,000 to \$75,000
	33 y.o. White Female, Western WA, Less than \$10,000
And also when you do go in you get a different person and you have to start over. I understand why they do that. But it's too long, so I don't feel like why bother	26 y.o. White Female, Eastern WA, Less than \$10,000
And matter of fact just yesterday she had appointment at 9:30 a.m.; she was there at 9 a.m. and they said she missed her appointment even when she was early. And they also took her off the food stamps she was already was receiving. I feel they get their wire crossed and does not know what the other does.	51 y.o. White Female, Eastern WA, \$35,000 to \$50,000
As to housing, so many people elderly and low income are waiting so terribly long to get into low income housing, many of these people are barely getting by with bills, especially for those on fixed social security payments, I have personally witnessed these people in my care giving work repeatedly, more people need more help and with less bureaucracy and immediate and timely help for people in true and dire need.	29 y.o. White Female, Western WA, \$20,000 to \$25,000
Be a little closer to the cases that they are working. Too much bureaucracy and red tape. Too much messing around	70 y.o. White Male, Eastern WA, \$50,000 to \$75,000
Better acceptance criteria. They might specialize better in areas	38 y.o. White Male, Western
they are working on.	WA, \$75,000 or more
Better way of evaluating those that need help	22 y.o. Hispanic Male, Western WA, \$25,000 to \$35,000
Caseworkers who know how to talk to clients so one's needs are met with first caseworker, instead of needing to go to next caseworker above them.	



Cut the red tape a little more. Too time consuming from the first day you go in to the time I receive the benefits. I know that they	
have a program to get off welfare, but in my experience, if you	,
want people off welfare, you have to educate the people and	
then try to get the people get jobs then. It is hard to support	
families on minimum wage.	
	20 y.o. White Female, Eastern
	WA, \$10,000 to \$15,000
Get paper work through faster. People applying for services	26 y.o. White Female, Western
have to wait too long.	WA, \$25,000 to \$35,000
Get rid of the red tape and bureaucracy	33 y.o. Black Female, Western
Solita of the four tape and baroaderdey	WA, \$50,000 to \$75,000
Getting medical easier medical coverage.	53 y.o. White Female, Western
Detailing medical easier medical coverage.	WA, \$35,000 to \$50,000
I feel they should visit homes (like mine) at least every 3 months,	
otherwise I know only what they tell me and sometimes they fib	WA, Less than \$10,000
(lie) to me. For me they've mostly been okay but they take away	VVA, Less man \$10,000
my food stamps sometimes cause when I'm working, I make too	
much and lose some or all my stamps.	47 \Alla:ta Farrala \Alaatama
	47 y.o. White Female, Western
preschool / daycare provider). It would be good for everyone if	WA, \$75,000 or more
they could spend less effort and time in the licensing process.	
It's all its little nooks and crannies I object to. Over 20 years I've	
experienced ever-increasing regulations. Jumping through all	
their little hoops really doesn't improve the quality of care that	
people like myself actually offer.	
	51 y.o. White Female, Western
	WA, \$75,000 or more
to place. They need to make services more readily available	
and easier to access what is available. Many people who need	
services can't read well and don't have transportation and can	
too easily fall through the cracks. Once people get involved with	
DSHS they quickly learn what's available, but too often people	
who don't interact with DSHS are simply unaware of possible	
help. People often wait until a crisis point before seeking help	
and if they can earlier, they could have avoided the crises.	
I think receipt of food stamps should be a separate transaction	70 y.o. White Female, Western
	WA, \$15,000 to \$20,000
Communication with foster parents needs much improvement.	
I think some people who have tried to get help found the	55 y.o. White Male, Eastern
paperwork so involved and the time it takes so much, their	WA, \$35,000 to \$50,000
needs could not be met in a timely manner. I know they help	
people who come from foreign countries like refugees and these	
people never repaid the state even though these persons did	
have plenty of money. If the state could seek reimbursement	
from such individuals, it would be good. Then taxpayers like me	
would not have to bear this unnecessary burden.	
I think that in the situation of support payments, sometimes the	33 y.o. White Female, Eastern
check is so small that it wasn't worth sending the check in the	WA, \$25,000 to \$35,000
first place, what is going on here? Is there some lack of	, , , ,,
communication between various departments of DSHS and a	
whole lot of red tape for needy individuals?	
	44 y.o. White Female, Western
simplified; a lot of families can't work their way through it.	WA, \$75,000 or more



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I think the services should be more timely.	28 y.o. Black Female, Western WA, \$15,000 to \$20,000
I think there could be a better education of what is available. We	
only thought the CHIPS program was for very low income and	WA, \$35,000 to \$50,000
we were shocked that we were eligible for it.	VVA, \$35,000 to \$30,000
I think there's a lot of paperwork. If there is like one or two forms	52 v.o. White Mole. Feetern
they could fill out or 3. But I've seen people with a whole	WA, \$75,000 or more
folder full of stuff of materials and forms and different things. I'm	
a state person and overall I think they're doing what they can. I	
think they're doing a pretty good job. We all try, you know.	40 White Female Feeters
I'd like to see the women go back to work, and I'd like to see	40 y.o. White Female, Eastern
them have help with day care service. It makes it easier for	WA, \$35,000 to \$50,000
them to get back into the workforce if they have daycare	
provided for their children.	00 14/1: 14 1 5
If they came in and get their paperwork through quicker so they	32 y.o. White Male, Eastern
get their benefits quicker.	WA, \$15,000 to \$20,000
It would be that they need to get the information quicker, that	33 y.o. White Male, Western
they need to get and not lose them as far as going through red	WA, \$75,000 or more
tape.	
Less paper work	43 y.o. White Female, Eastern
	WA, \$35,000 to \$50,000
Less red tape.	50 y.o. White Female, Eastern
	WA, \$35,000 to \$50,000
Make it easier to get benefits, or at least somewhat easier.	40 y.o. White Male, Western
	WA, \$10,000 to \$15,000
Maybe before turning somebody down input a little more.	59 y.o. White Female, Eastern
Sometimes just because they fill out the paperwork, the	WA, \$10,000 to \$15,000
paperwork doesn't answer all the questions. They do a very	
good job sometimes. Their paperwork isn't all the answers they	
should go by. Listening is sometimes more important.	
More expediency: getting help to people faster	18 y.o. White Male, Western
	WA, \$75,000 or more
More open hours.	45 y.o. White Female, Eastern
'	WA, \$50,000 to \$75,000
My experience comes from billing through a medical service	30 y.o. White Female, Western
and it takes so long to get paid. So the fact that they are not	WA, \$35,000 to \$50,000
paying quickly enough for the services of people they are trying	, , , , , , , , , , , , , , , , , , , ,
to help.	
Not hassle you as much.	25 y.o. White Female, Eastern
,	WA, \$10,000 to \$15,000
On sight looking for child's help. Faster services.	38 y.o. White Female, Western
To signification of male from a determination of violes.	WA, \$35,000 to \$50,000
One thing, the paperwork is just insane. My brain wasn't	40 y.o. White Female, Western
working properly when I was on it and it was a struggle filling it	WA, Less than \$10,000
out when you are not well. Verbal is better than the form. Too	10,000
confusing. What are they after?	
Paper process could be simplified from the outsider's point of	61 y.o. White Male, Western
view making services for people with special needs readily	WA, \$75,000 or more
available for those who are searching for/need them.	vv.A, \$75,000 of filole
מימוומטוב וטו נווטשב איווט מוב שבמוטוווווץ וטו/וובבע נוובווו.	



People I've worked with have trouble getting their caseworkers, and paperwork is mind boggling to them. Need supportive service that will help them do the paperwork. Help with people who deserve it to do paperwork. Ones who know how to do paperwork usually ones who don't need it. I wouldn't know how to answer them off top of my head.	42 y.o. White Female, Eastern WA, \$75,000 or more
Probably the process of getting in and getting an appointment. It's a real hassle for me. Half the time I don't know whether I qualify before spending lots of time and energy and paperwork just to be told sometimes that I don't qualify. I personally had a very difficult, even rough time, getting help when I really needed it.	22 y.o. White Female, Eastern WA, \$25,000 to \$35,000
Speed up process of those really needing help	31 y.o. Black Male, Western WA, \$35,000 to \$50,000
The process they go by to decide is lacking. People doing interviewing don't have the background to do it. Particularly in my grandson's situation. I have heard about this from my son.	77 y.o. White Male, Western WA, \$35,000 to \$50,000
The way the laws are written and the agency has to follow the law causes a whole lot of problems. Some few evenings each week or regular Saturday openings to help people who are working.	57 y.o. White Female, Western WA, \$50,000 to \$75,000
They just need to make it easier for people to get services.	26 y.o. White Female, Western WA, \$25,000 to \$35,000
They need more clearly defined guidelines.	55 y.o. White Female, Western WA, \$35,000 to \$50,000
They need to simplify getting and receiving assistance.	53 y.o. White Female, Western WA, \$75,000 or more
They require too much paperwork, even if there are no changes; the forms need to be constantly filled out again and again.	29 y.o. Hispanic Female, Eastern WA, \$20,000 to \$25,000
They should review their procedures more often.	64 y.o. White Male, Eastern WA, \$35,000 to \$50,000
They should streamline people's ability to apply; it's pretty cumbersome.	56 y.o. White Female, Eastern WA, \$50,000 to \$75,000
Too many layers to go through to get what one needs.	46 y.o. White Male, Eastern WA, \$35,000 to \$50,000
When they have somebody watching somebody they should send the coupons to their house instead of the other house.	32 y.o. White Male, Eastern WA, \$25,000 to \$35,000
With little contact I had with them is the paper work. There must be way to cutback on the paperwork.	26 y.o. White Female, Eastern WA, Less than \$10,000

Notes: Because this survey over-sampled residents of Eastern Washington, comments from Eastern Washington are over-represented.

Some comments have been split to fit in more than one category. However, comments which cover a number of topics are placed in the most relevant category, not every applicable category.



